SBC

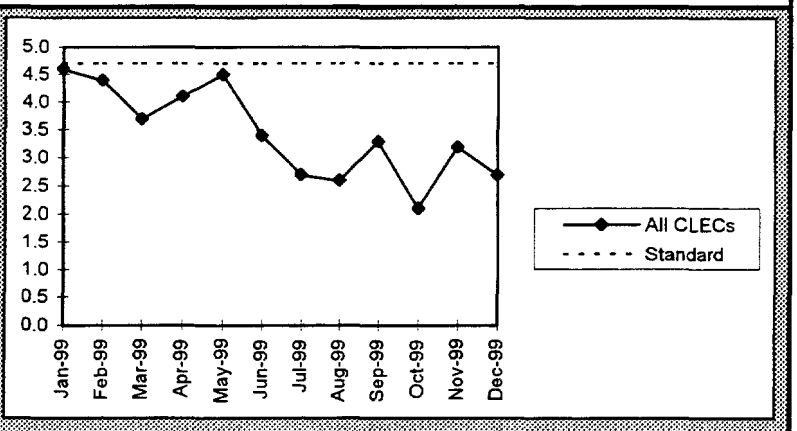
State of Texas Disaggregated Performance Measurements

January 1999 – December 1999

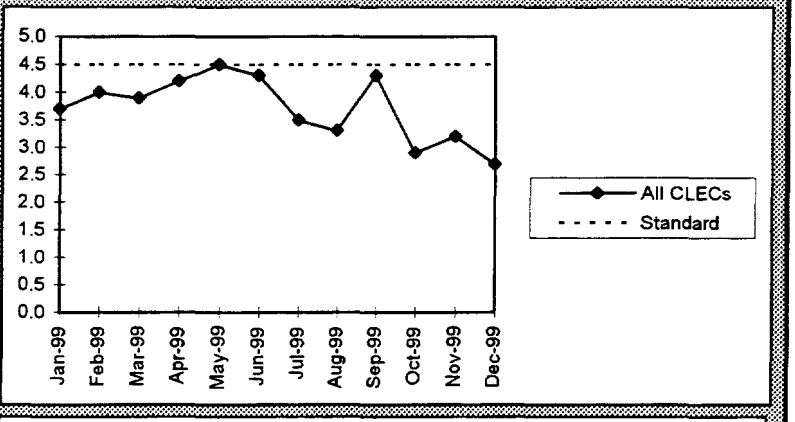
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

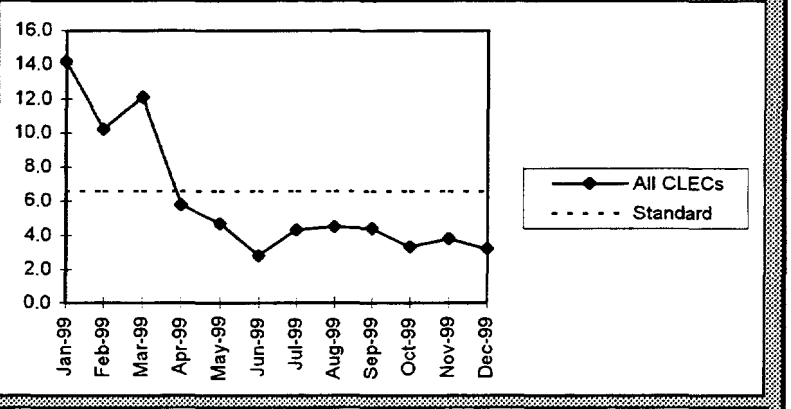
Measurement No. 1	Address Verification		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	175	4.6	-0.10
Feb-99	3,969	4.4	-0.30
Mar-99	14,331	3.7	-1.00
Apr-99	85,474	4.1	-0.60
May-99	122,713	4.5	-0.20
Jun-99	17,191	3.4	-1.30
Jul-99	62,468	2.7	-2.00
Aug-99	25,778	2.6	-2.10
Sep-99	14,952	3.3	-1.40
Oct-99	32,206	2.1	-2.60
Nov-99	42,080	3.2	-1.50
Dec-99	59,643	2.7	-2.00



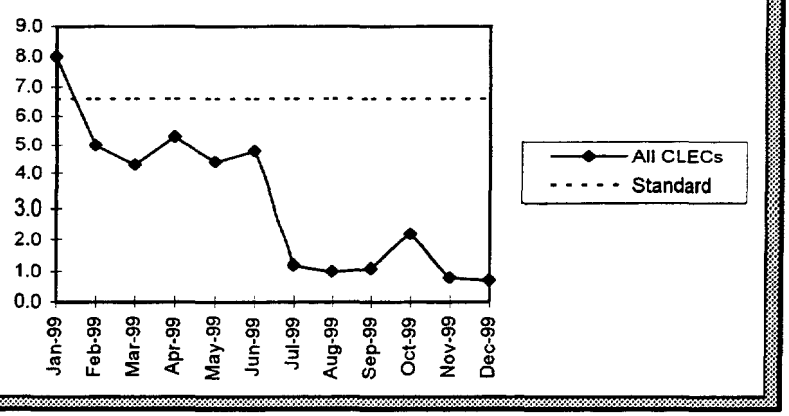
	Request for Telephone Number		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	44	3.7	-0.80
Feb-99	41	4.0	-0.50
Mar-99	26	3.9	-0.60
Apr-99	3,361	4.2	-0.30
May-99	4,854	4.5	0.00
Jun-99	5,135	4.3	-0.20
Jul-99	4,354	3.5	-1.00
Aug-99	9,592	3.3	-1.20
Sep-99	11,188	4.3	-0.20
Oct-99	25,792	2.9	-1.60
Nov-99	30,548	3.2	-1.30
Dec-99	44,662	2.7	-1.80



	Request for CSR		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	2,538	14.2	7.60
Feb-99	2,875	10.2	3.60
Mar-99	16,140	12.1	5.50
Apr-99	28,986	5.8	-0.80
May-99	18,776	4.7	-1.90
Jun-99	98,500	2.8	-3.80
Jul-99	43,474	4.3	-2.30
Aug-99	48,735	4.5	-2.10
Sep-99	52,559	4.4	-2.20
Oct-99	37,935	3.3	-3.30
Nov-99	30,952	3.8	-2.80
Dec-99	56,030	3.2	-3.40



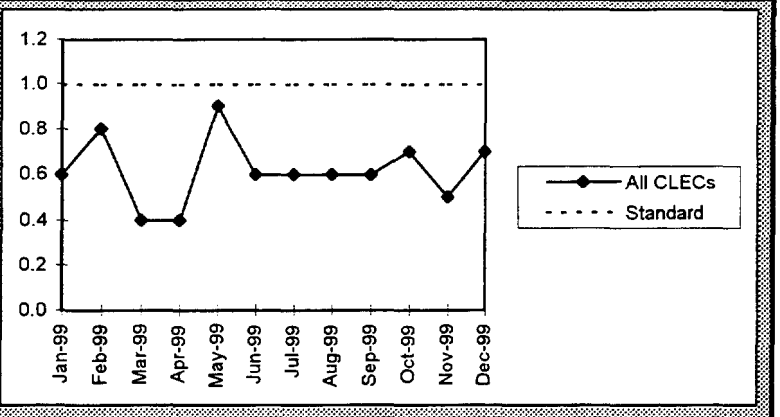
	Service Availability		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	20	8.0	1.40
Feb-99	2,519	5.0	-1.60
Mar-99	13,486	4.3	-2.30
Apr-99	28,905	5.3	-1.30
May-99	14,669	4.4	-2.20
Jun-99	16,937	4.8	-1.80
Jul-99	17,030	1.2	-5.40
Aug-99	25,537	1.0	-5.60
Sep-99	36,445	1.1	-5.50
Oct-99	87,938	2.2	-4.40
Nov-99	113,695	0.8	-5.80
Dec-99	157,653	0.7	-5.90



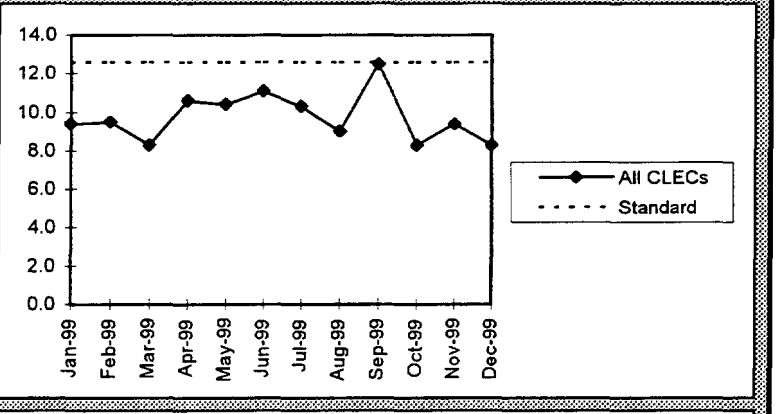
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

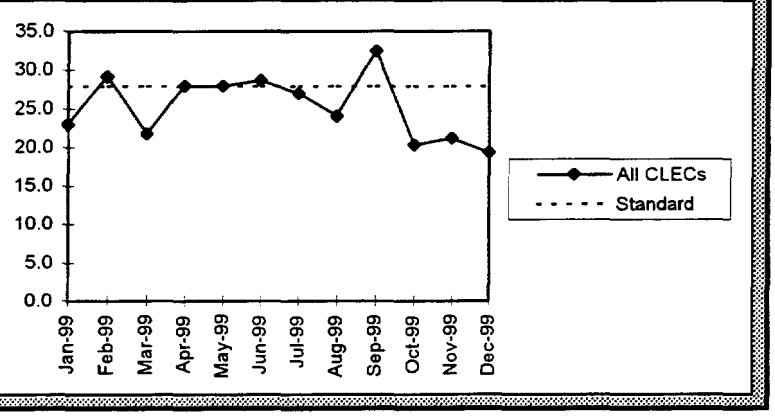
Measurement No. 1	Service Appointment Scheduling		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	22	0.6	-0.40
Feb-99	2,507	0.8	-0.20
Mar-99	13,419	0.4	-0.60
Apr-99	27,155	0.4	-0.60
May-99	4,726	0.9	-0.10
Jun-99	4,386	0.6	-0.40
Jul-99	8,806	0.6	-0.40
Aug-99	20,368	0.6	-0.40
Sep-99	28,553	0.6	-0.40
Oct-99	67,870	0.7	-0.30
Nov-99	86,501	0.5	-0.50
Dec-99	140,439	0.7	-0.30



	Dispatch Required		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	23	9.4	-3.20
Feb-99	2,497	9.5	-3.10
Mar-99	13,235	8.3	-4.30
Apr-99	22,184	10.6	-2.00
May-99	1,367	10.4	-2.20
Jun-99	734	11.1	-1.50
Jul-99	761	10.3	-2.30
Aug-99	557	9.0	-3.60
Sep-99	1,388	12.5	-0.10
Oct-99	2,307	8.3	-4.30
Nov-99	2,433	9.4	-3.20
Dec-99	3,933	8.3	-4.30



	PIC		
	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	46	23.0	-5.00
Feb-99	93	29.2	1.20
Mar-99	1,210	21.8	-6.20
Apr-99	4,582	28.0	0.00
May-99	5,691	28.0	0.00
Jun-99	6,371	28.7	0.70
Jul-99	5,777	27.0	-1.00
Aug-99	13,718	24.1	-3.90
Sep-99	14,993	32.5	4.50
Oct-99	33,306	20.3	-7.70
Nov-99	45,575	21.2	-6.80
Dec-99	70,211	19.3	-8.70



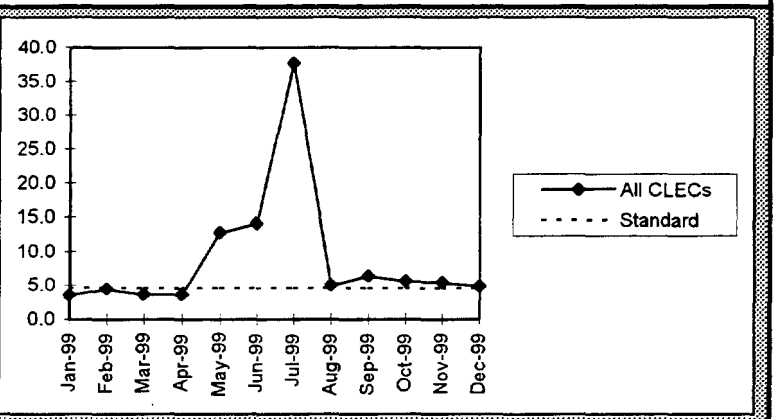
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 1

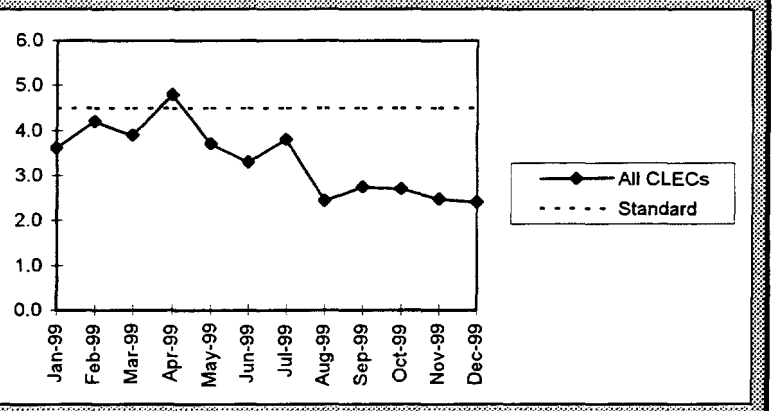
Address Verification

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	4,701	3.5	-1.20
Feb-99	4,134	4.5	-0.20
Mar-99	10,308	3.6	-1.10
Apr-99	4,900	3.6	-1.10
May-99	5,712	12.8	8.10
Jun-99	38,644	14.1	9.40
Jul-99	6,892	37.7	33.00
Aug-99	10,305	5.0	0.32
Sep-99	10,771	6.4	1.73
Oct-99	11,271	5.7	0.98
Nov-99	12,530	5.5	0.79
Dec-99	16,473	4.9	0.23



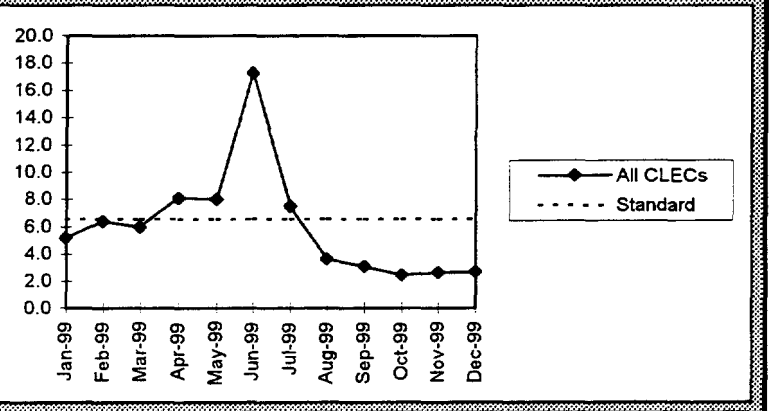
Request for Telephone Number

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	2,047	3.6	-0.90
Feb-99	495	4.2	-0.30
Mar-99	529	3.9	-0.60
Apr-99	672	4.8	0.30
May-99	634	3.7	-0.80
Jun-99	843	3.3	-1.20
Jul-99	838	3.8	-0.70
Aug-99	5,363	2.4	-2.06
Sep-99	5,856	2.8	-1.75
Oct-99	6,172	2.7	-1.80
Nov-99	4,831	2.5	-2.01
Dec-99	6,610	2.4	-2.09



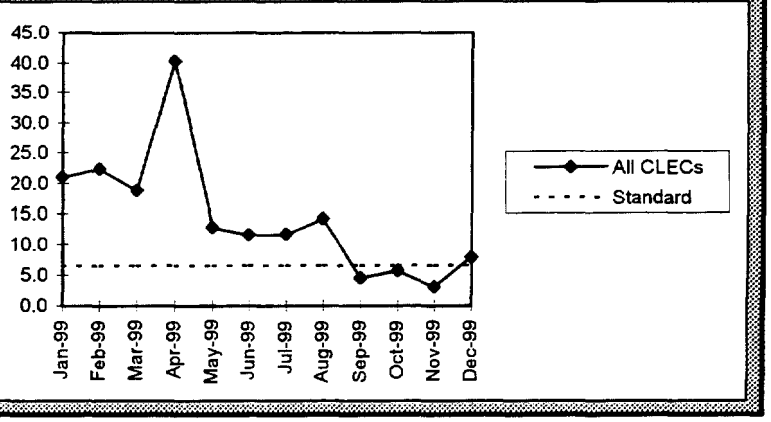
Request for CSR

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	26,647	5.2	-1.40
Feb-99	23,163	6.4	-0.20
Mar-99	23,912	6.0	-0.60
Apr-99	26,862	8.1	1.50
May-99	23,353	8.0	1.40
Jun-99	24,054	17.3	10.70
Jul-99	26,845	7.5	0.90
Aug-99	99,131	3.6	-2.97
Sep-99	102,813	3.1	-3.50
Oct-99	109,988	2.4	-4.16
Nov-99	96,797	2.6	-3.96
Dec-99	113,560	2.7	-3.92



Service Availability

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	131	21.0	14.40
Feb-99	108	22.4	15.80
Mar-99	144	18.8	12.20
Apr-99	48	40.3	33.70
May-99	101	12.8	6.20
Jun-99	2,222	11.6	5.00
Jul-99	468	11.7	5.10
Aug-99	147	14.2	7.62
Sep-99	138	4.6	-2.00
Oct-99	151	5.8	-0.84
Nov-99	233	3.1	-3.46
Dec-99	314	7.9	1.32

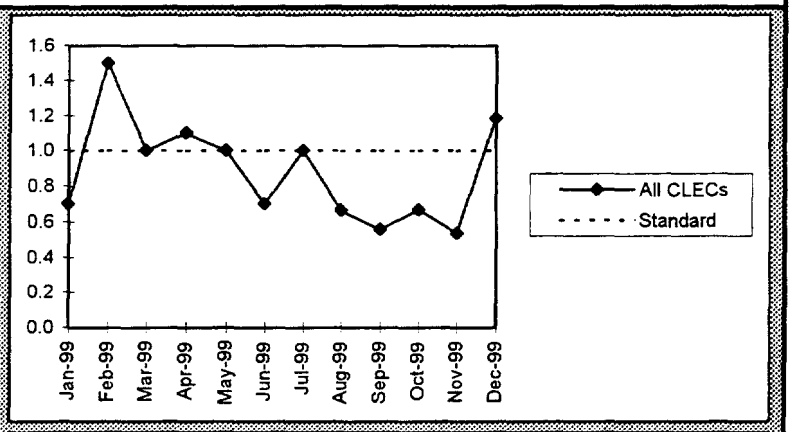


Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

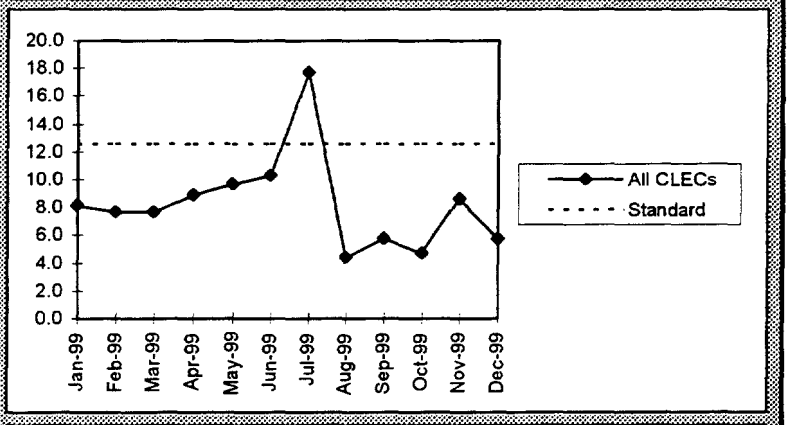
Service Appointment Scheduling

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	412	0.7	-0.30
Feb-99	251	1.5	0.50
Mar-99	340	1.0	0.00
Apr-99	462	1.1	0.10
May-99	519	1.0	0.00
Jun-99	4,339	0.7	-0.30
Jul-99	1,412	1.0	0.00
Aug-99	1,359	0.7	-0.34
Sep-99	1,316	0.6	-0.44
Oct-99	1,323	0.7	-0.33
Nov-99	1,210	0.5	-0.46
Dec-99	1,702	1.2	0.18



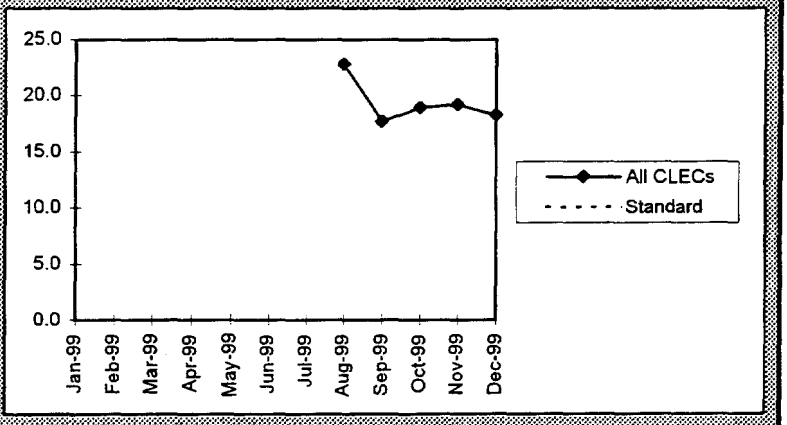
Dispatch Required

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99	206	8.2	-4.40
Feb-99	193	7.7	-4.90
Mar-99	256	7.7	-4.90
Apr-99	332	8.9	-3.70
May-99	381	9.7	-2.90
Jun-99	417	10.3	-2.30
Jul-99	436	17.7	5.10
Aug-99	938	4.4	-8.18
Sep-99	506	5.8	-6.81
Oct-99	317	4.8	-7.85
Nov-99	393	8.6	-3.97
Dec-99	579	5.8	-6.85



PIC

	No. of Transactions	Avg. Time (Seconds)	Benchmark "Z - Value"
Jan-99			n/a
Feb-99			n/a
Mar-99			n/a
Apr-99			n/a
May-99			n/a
Jun-99			n/a
Jul-99			n/a
Aug-99	55	22.8	n/a
Sep-99	71	17.7	n/a
Oct-99	70	18.9	n/a
Nov-99	28	19.2	n/a
Dec-99	42	18.2	n/a



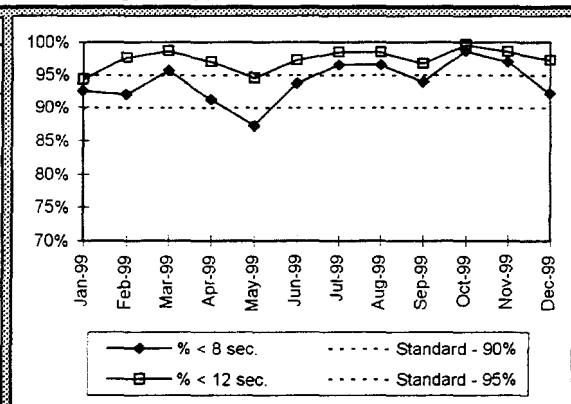
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 2

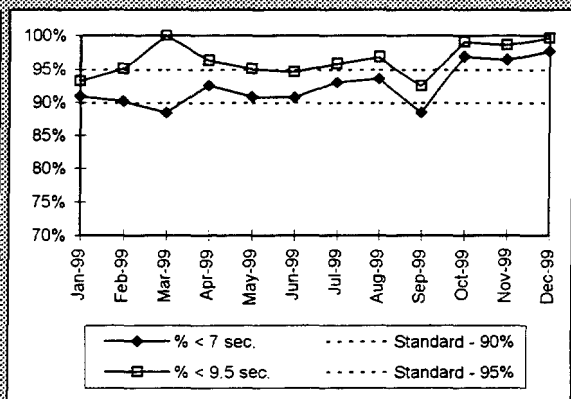
Address Verification

	No. of Transactions	Standard = 90% % < 8 sec.	Standard = 90% Z-value	Standard = 95% % < 12 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Jan-99	175	93%	-2.60	94%	0.70	0.70
Feb-99	3,969	92%	-2.00	98%	-2.60	-2.00
Mar-99	14,331	96%	-5.60	99%	-3.70	-3.70
Apr-99	85,474	91%	-1.30	97%	-2.00	-1.30
May-99	122,713	87%	2.70	95%	0.50	2.70
Jun-99	17,191	94%	-3.70	97%	-2.20	-2.20
Jul-99	62,468	97%	-6.50	99%	-3.50	-3.50
Aug-99	25,778	97%	-6.50	99%	-3.50	-3.50
Sep-99	14,952	94%	-3.90	97%	-1.70	-1.70
Oct-99	32,206	99%	-8.70	100%	-4.60	-4.60
Nov-99	42,080	97%	-7.00	99%	-3.60	-3.60
Dec-99	59,643	92%	-2.20	97%	-2.20	-2.20



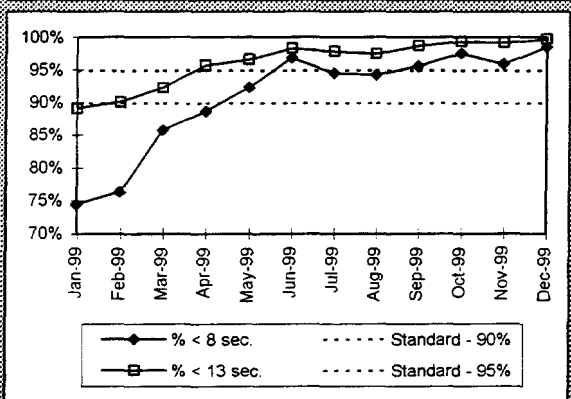
Request for Telephone Number

	No. of Transactions	Standard = 90% % < 7 sec.	Standard = 90% Z-value	Standard = 95% % < 9.5 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Jan-99	44	91%	-0.90	93%	1.80	1.80
Feb-99	41	90%	-0.20	95%	-0.10	-0.10
Mar-99	26	89%	1.50	100%	-5.00	1.50
Apr-99	3,361	93%	-2.50	96%	-1.30	-1.30
May-99	4,854	91%	-0.80	95%	-0.10	-0.10
Jun-99	5,135	91%	-0.70	95%	0.40	0.40
Jul-99	4,354	93%	-3.00	96%	-0.80	-0.80
Aug-99	9,592	94%	-3.60	97%	-1.80	-1.80
Sep-99	11,188	89%	1.50	92%	2.60	2.60
Oct-99	25,792	97%	-6.90	99%	-4.10	-4.10
Nov-99	30,548	96%	-6.40	99%	-3.60	-3.60
Dec-99	44,662	98%	-7.60	100%	-4.60	-4.60



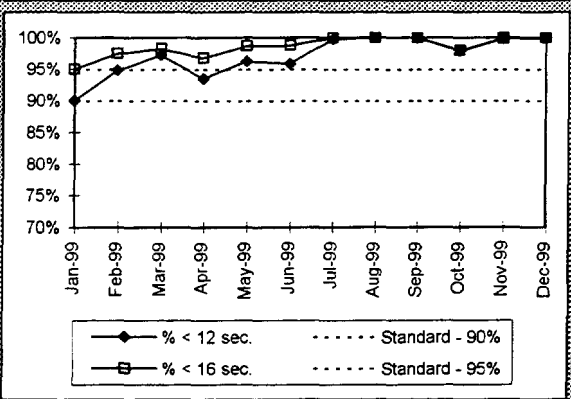
Request for CSR

	No. of Transactions	Standard = 90% % < 8 sec.	Standard = 90% Z-value	Standard = 95% % < 13 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Jan-99	2,538	74%	15.60	89%	5.90	15.60
Feb-99	2,875	76%	13.70	90%	4.90	13.70
Mar-99	16,140	86%	4.20	92%	2.70	4.20
Apr-99	28,986	89%	1.30	96%	-0.70	1.30
May-99	18,776	92%	-2.30	97%	-1.50	-1.50
Jun-99	98,500	97%	-6.80	98%	-3.30	-3.30
Jul-99	43,474	95%	-4.50	98%	-2.80	-2.80
Aug-99	48,735	94%	-4.20	97%	-2.40	-2.40
Sep-99	52,559	96%	-5.60	99%	-3.70	-3.70
Oct-99	37,935	98%	-7.50	99%	-4.30	-4.30
Nov-99	30,952	96%	-5.90	99%	-4.10	-4.10
Dec-99	56,030	99%	-8.50	100%	-4.70	-4.70



Service Availability

	No. of Transactions	Standard = 90% % < 12 sec.	Standard = 90% Z-value	Standard = 95% % < 16 sec.	Standard = 95% Z-value	Benchmark "Z - Value"
Jan-99	20	90%	0.00	95%	0.00	0.00
Feb-99	2,519	95%	-4.80	98%	-2.50	-2.50
Mar-99	13,486	97%	-7.30	98%	-3.30	-3.30
Apr-99	28,905	94%	-3.50	97%	-1.80	-1.80
May-99	14,669	96%	-6.30	99%	-3.70	-3.70
Jun-99	16,937	96%	-5.90	99%	-3.80	-3.80
Jul-99	17,030	100%	-9.80	100%	-5.00	-5.00
Aug-99	25,537	100%	-10.00	100%	-5.00	-5.00
Sep-99	36,445	100%	-10.00	100%	-5.00	-5.00
Oct-99	87,938	98%	-7.90	98%	-3.00	-3.00
Nov-99	113,695	100%	-9.90	100%	-4.90	-4.90
Dec-99	157,653	100%	-10.00	100%	-5.00	-5.00



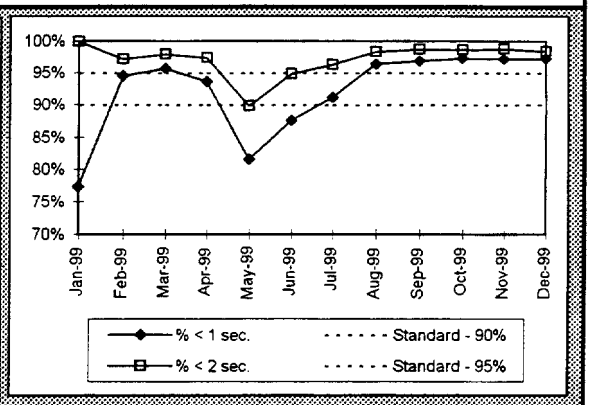
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - DATAGATE

Measurement No. 2

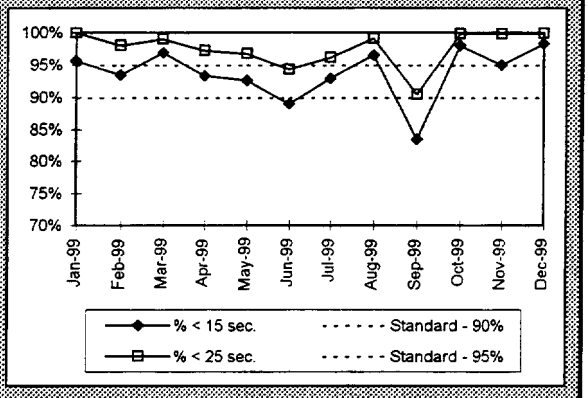
Service Appointment Scheduling

	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark
		% < 1 sec	Z-value	% < 2 sec.	Z-value	"Z - Value"
Jan-99	22	77%	12.70	100%	-5.00	12.70
Feb-99	2,507	95%	-4.50	97%	-2.20	-2.20
Mar-99	13,419	96%	-5.70	98%	-2.90	-2.90
Apr-99	27,155	94%	-3.60	97%	-2.40	-2.40
May-99	4,726	82%	8.50	90%	5.20	8.50
Jun-99	4,386	88%	2.40	95%	0.20	2.40
Jul-99	8,806	91%	-1.20	96%	-1.30	-1.20
Aug-99	20,368	96%	-6.40	98%	-3.30	-3.30
Sep-99	28,553	97%	-6.90	99%	-3.70	-3.70
Oct-99	67,870	97%	-7.30	99%	-3.60	-3.60
Nov-99	86,501	97%	-7.20	99%	-3.80	-3.80
Dec-99	140,439	97%	-7.30	98%	-3.40	-3.40



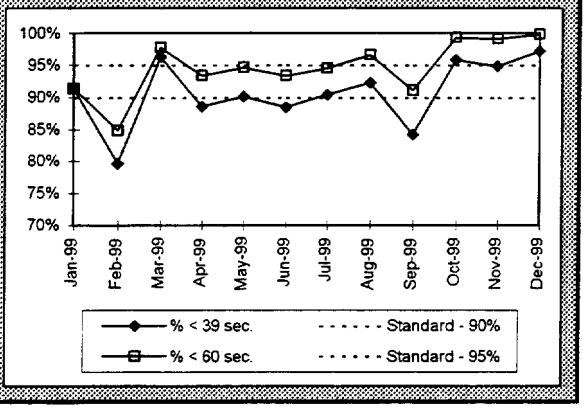
Dispatch Required

	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark
		% < 15 sec.	Z-value	% < 25 sec.	Z-value	"Z - Value"
Jan-99	23	96%	-5.70	100%	-5.00	-5.00
Feb-99	2,497	93%	-3.40	98%	-3.00	-3.00
Mar-99	13,235	97%	-7.00	99%	-4.00	-4.00
Apr-99	22,184	93%	-3.30	97%	-2.20	-2.20
May-99	1,367	93%	-2.60	97%	-1.80	-1.80
Jun-99	734	89%	1.00	94%	0.70	1.00
Jul-99	761	93%	-2.90	96%	-1.20	-1.20
Aug-99	557	97%	-6.60	99%	-4.10	-4.10
Sep-99	1,388	84%	6.50	91%	4.50	6.50
Oct-99	2,307	98%	-8.00	100%	-4.80	-4.80
Nov-99	2,433	95%	-5.00	100%	-4.80	-4.80
Dec-99	3,933	98%	-8.30	100%	-4.90	-4.90



PIC

	No. of Transactions	Standard = 90%		Standard = 95%		Benchmark
		% < 39 sec	Z-value	% < 60 sec.	Z-value	"Z - Value"
Jan-99	46	91%	-1.30	91%	3.70	3.70
Feb-99	93	80%	10.40	85%	10.10	10.40
Mar-99	1,210	96%	-6.30	98%	-2.70	-2.70
Apr-99	4,582	89%	1.50	93%	1.70	1.70
May-99	5,691	90%	-0.10	95%	0.40	0.40
Jun-99	6,371	88%	1.60	93%	1.70	1.70
Jul-99	5,777	90%	-0.40	95%	0.50	0.50
Aug-99	13,718	92%	-2.20	97%	-1.60	-1.60
Sep-99	14,993	84%	5.80	91%	4.00	5.80
Oct-99	33,306	96%	-5.80	99%	-4.30	-4.30
Nov-99	45,575	95%	-4.80	99%	-4.10	-4.10
Dec-99	70,211	97%	-7.10	100%	-4.80	-4.80



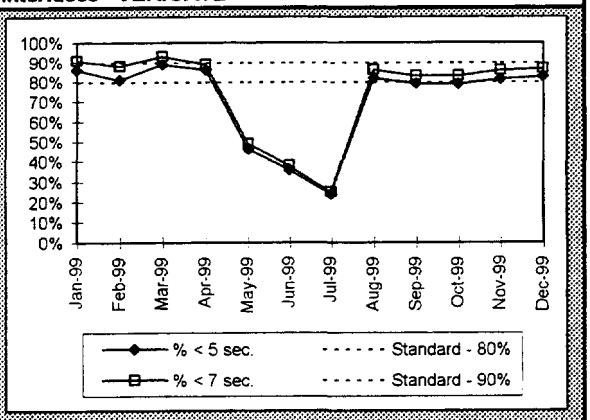
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2

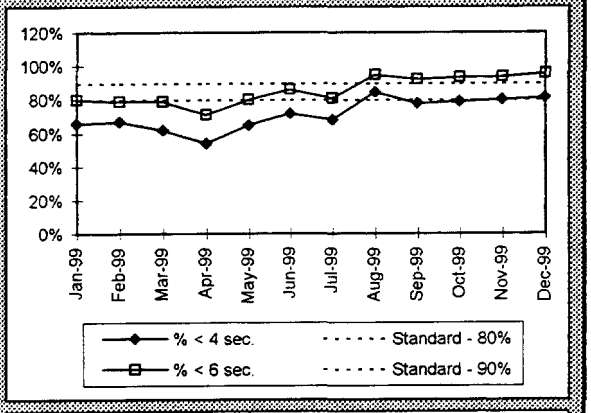
Address Verification

	No. of Transactions	Standard = 80% % < 5 sec.	Standard = 80% Z-value	Standard = 90% % < 7 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99	4,701	86%	-6.00	91%	-1.00	-1.00
Feb-99	4,134	81%	-1.00	88%	2.00	2.00
Mar-99	10,308	89%	-9.00	93%	-3.00	-3.00
Apr-99	4,900	86%	-6.00	89%	1.00	1.00
May-99	5,712	46%	34.00	49%	41.00	41.00
Jun-99	38,644	36%	44.00	38%	52.00	52.00
Jul-99	6,892	24%	56.00	25%	65.00	65.00
Aug-99	10,305	82%	-1.96	86%	3.97	3.97
Sep-99	10,771	79%	0.71	83%	7.09	7.09
Oct-99	11,271	79%	1.27	83%	7.04	7.04
Nov-99	12,530	81%	-1.42	86%	4.25	4.25
Dec-99	16,473	83%	-2.66	87%	3.38	3.38



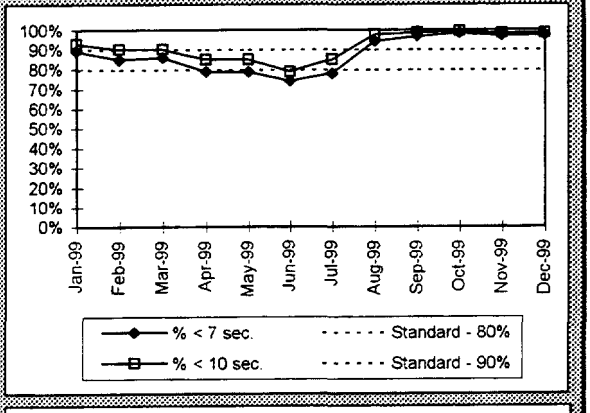
Request for Telephone Number

	No. of Transactions	Standard = 80% % < 4 sec.	Standard = 80% Z-value	Standard = 90% % < 6 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99	2,047	66%	14.00	80%	10.00	14.00
Feb-99	495	67%	13.00	79%	11.00	13.00
Mar-99	529	62%	18.00	79%	11.00	18.00
Apr-99	672	54%	26.00	71%	19.00	26.00
May-99	634	65%	15.00	80%	10.00	15.00
Jun-99	843	72%	8.00	86%	4.00	8.00
Jul-99	838	68%	12.00	81%	9.00	12.00
Aug-99	5,363	85%	-4.67	95%	-4.78	-4.67
Sep-99	5,856	78%	2.20	92%	-2.25	2.20
Oct-99	6,172	79%	0.87	93%	-3.31	0.87
Nov-99	4,831	80%	0.02	94%	-3.77	0.02
Dec-99	6,610	81%	-1.17	95%	-5.38	-1.17



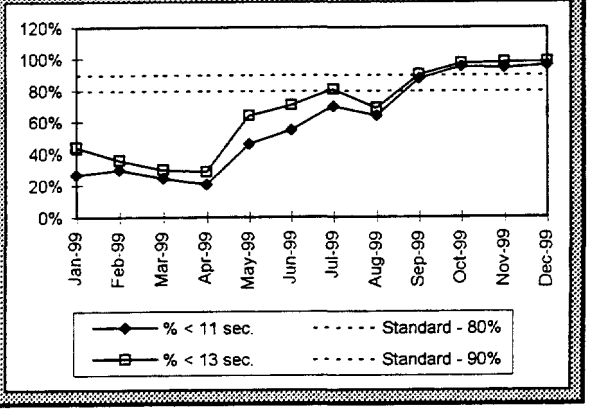
Request for CSR

	No. of Transactions	Standard = 80% % < 7 sec.	Standard = 80% Z-value	Standard = 90% % < 10 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99	26,647	89%	-9.00	93%	-3.00	-3.00
Feb-99	23,163	85%	-5.00	90%	0.00	0.00
Mar-99	23,912	86%	-6.00	90%	0.00	0.00
Apr-99	26,862	79%	1.00	85%	5.00	5.00
May-99	23,353	79%	1.00	85%	5.00	5.00
Jun-99	24,054	74%	6.00	79%	11.00	11.00
Jul-99	26,645	78%	2.00	85%	5.00	5.00
Aug-99	99,131	94%	-14.23	98%	-7.67	-7.67
Sep-99	102,813	97%	-16.69	99%	-8.64	-8.64
Oct-99	109,988	98%	-18.49	99%	-9.38	-9.38
Nov-99	96,797	97%	-17.22	98%	-8.49	-8.49
Dec-99	113,560	98%	-17.58	98%	-8.44	-8.44



Service Availability

	No. of Transactions	Standard = 80% % < 11 sec.	Standard = 80% Z-value	Standard = 90% % < 13 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99	131	27%	53.00	44%	46.00	53.00
Feb-99	108	30%	50.00	36%	54.00	54.00
Mar-99	144	25%	55.00	30%	60.00	60.00
Apr-99	48	21%	59.00	29%	61.00	61.00
May-99	101	46%	34.00	64%	26.00	34.00
Jun-99	2,222	55%	25.00	71%	19.00	25.00
Jul-99	468	70%	10.00	81%	9.00	10.00
Aug-99	147	64%	16.05	69%	21.29	21.29
Sep-99	138	88%	-7.68	90%	0.14	0.14
Oct-99	151	95%	-15.36	97%	-7.35	-7.35
Nov-99	233	94%	-14.42	98%	-7.85	-7.85
Dec-99	314	96%	-15.86	98%	-8.41	-8.41



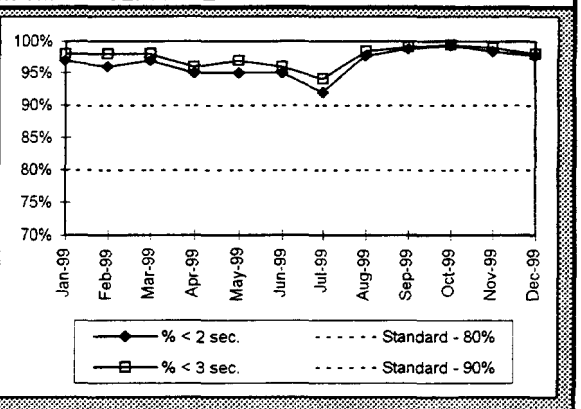
Pre-Ordering/Ordering

Average Response Time for OSS Pre-Order Interfaces - VERIGATE

Measurement No. 2

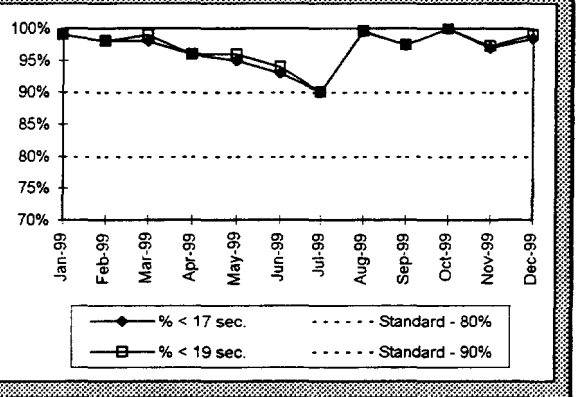
Service Appointment Scheduling

	No. of Transactions	Standard = 80% % < 2 sec.	Standard = 80% Z-value	Standard = 90% % < 3 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99	412	97%	-17.00	98%	-8.00	-8.00
Feb-99	251	96%	-16.00	98%	-8.00	-8.00
Mar-99	340	97%	-17.00	98%	-8.00	-8.00
Apr-99	462	95%	-15.00	96%	-6.00	-6.00
May-99	519	95%	-15.00	97%	-7.00	-7.00
Jun-99	4,339	95%	-15.00	96%	-6.00	-6.00
Jul-99	1,412	92%	-12.00	94%	-4.00	-4.00
Aug-99	1,359	98%	-17.72	98%	-8.45	-8.45
Sep-99	1,316	99%	-18.86	99%	-9.09	-9.09
Oct-99	1,323	99%	-19.32	99%	-9.40	-9.40
Nov-99	1,210	98%	-18.43	99%	-9.01	-9.01
Dec-99	1,702	98%	-17.71	98%	-8.06	-8.06



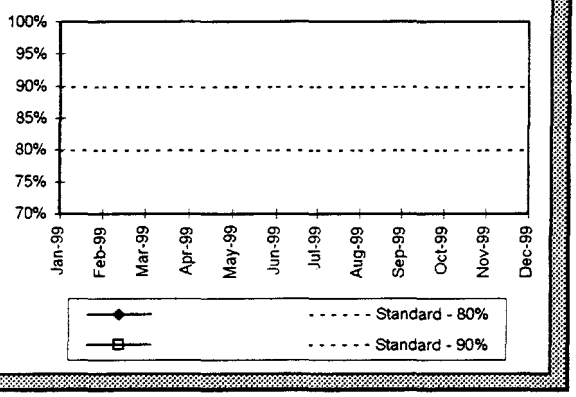
Dispatch Required

	No. of Transactions	Standard = 80% % < 17 sec.	Standard = 80% Z-value	Standard = 90% % < 19 sec.	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99	206	99%	-19.00	99%	-9.00	-9.00
Feb-99	193	98%	-18.00	98%	-8.00	-8.00
Mar-99	256	98%	-18.00	99%	-9.00	-9.00
Apr-99	332	96%	-16.00	96%	-6.00	-6.00
May-99	381	95%	-15.00	96%	-6.00	-6.00
Jun-99	417	93%	-13.00	94%	-4.00	-4.00
Jul-99	436	90%	-10.00	90%	0.00	0.00
Aug-99	938	99%	-19.47	100%	-9.57	-9.57
Sep-99	506	97%	-17.43	97%	-7.43	-7.43
Oct-99	317	100%	-20.00	100%	-10.00	-10.00
Nov-99	393	97%	-16.95	97%	-7.20	-7.20
Dec-99	579	98%	-18.45	99%	-8.96	-8.96



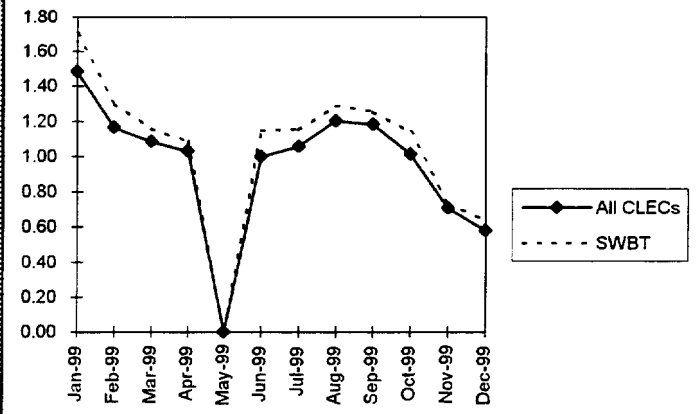
PIC

	No. of Transactions	Standard = 80%	Standard = 80% Z-value	Standard = 90%	Standard = 90% Z-value	Benchmark "Z - Value"
Jan-99		n/a	n/a	n/a	n/a	n/a
Feb-99		n/a	n/a	n/a	n/a	n/a
Mar-99		n/a	n/a	n/a	n/a	n/a
Apr-99		n/a	n/a	n/a	n/a	n/a
May-99		n/a	n/a	n/a	n/a	n/a
Jun-99		n/a	n/a	n/a	n/a	n/a
Jul-99		n/a	n/a	n/a	n/a	n/a
Aug-99	55	n/a	n/a	n/a	n/a	n/a
Sep-99	71	n/a	n/a	n/a	n/a	n/a
Oct-99	70	n/a	n/a	n/a	n/a	n/a
Nov-99	28	n/a	n/a	n/a	n/a	n/a
Dec-99	42	n/a	n/a	n/a	n/a	n/a



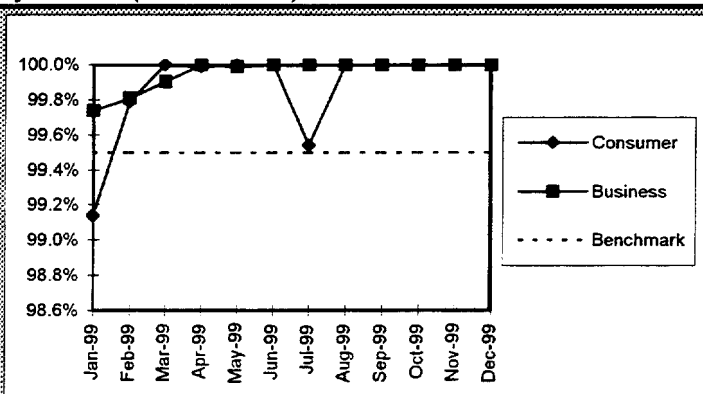
EASE Average Response Time (Seconds) - By Division (CPU Platform)

Measurement No. 3	All CLECs		SWBT	In Parity
	Screen Count	Avg. Resp. Time (Sec.)	Avg. Resp. Time (Sec.)	(Yes = 0) (No = 2)
Jan-99	1,790,801	1.48	1.70	0
Feb-99	2,082,719	1.17	1.30	0
Mar-99	2,024,178	1.09	1.16	0
Apr-99	568,053	1.03	1.09	0
May-99	n/a	n/a	n/a	n/a
Jun-99	1,302,374	1.00	1.15	0
Jul-99	2,240,749	1.06	1.16	0
Aug-99	2,665,637	1.20	1.29	0
Sep-99	2,162,209	1.18	1.26	0
Oct-99	2,233,488	1.01	1.14	0
Nov-99	2,406,997	0.71	0.74	0
Dec-99	2,736,558	0.58	0.64	0



EASE Availability - By Division (CPU Platform)

Measurement No. 4	Consumer		Business	
	Percent Availability	In Parity (Yes = 0) (No = 2)	Percent Availability	In Parity (Yes = 0) (No = 2)
Jan-99	99.1%	2	99.7%	0
Feb-99	99.8%	0	99.8%	0
Mar-99	100.0%	0	99.9%	0
Apr-99	100.0%	0	100.0%	0
May-99	100.0%	0	100.0%	0
Jun-99	100.0%	0	100.0%	0
Jul-99	99.5%	0	100.0%	0
Aug-99	100.0%	0	100.0%	0
Sep-99	100.0%	0	100.0%	0
Oct-99	100.0%	0	100.0%	0
Nov-99	100.0%	0	100.0%	0
Dec-99	100.0%	0	100.0%	0

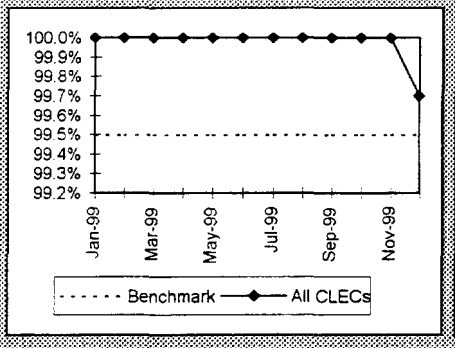


General System Availability

OSS Interface Availability

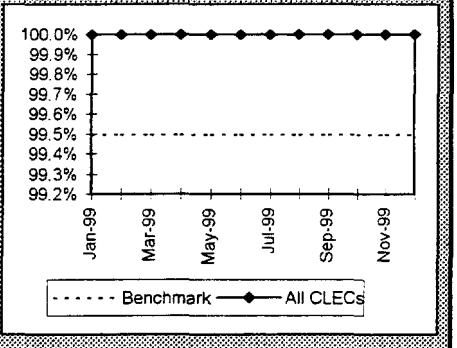
DataGate

Measurement No. 4	ALL CLECs % Avail.	ALL CLECs Z-Value
Jan-99	100.0%	-0.50
Feb-99	100.0%	-0.50
Mar-99	100.0%	-0.50
Apr-99	100.0%	-0.50
May-99	100.0%	-0.50
Jun-99	100.0%	-0.50
Jul-99	100.0%	-0.50
Aug-99	100.0%	-0.50
Sep-99	100.0%	-0.50
Oct-99	100.0%	-0.50
Nov-99	100.0%	-0.50
Dec-99	99.7%	-0.20



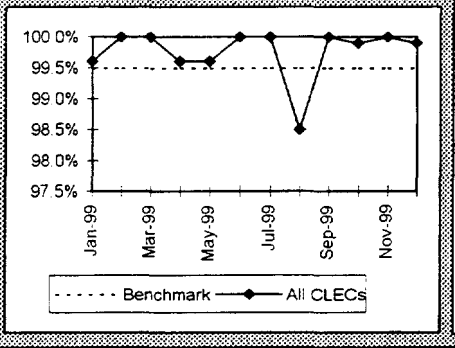
VeriGate

ALL CLECs % Avail.	ALL CLECs Z-Value
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50



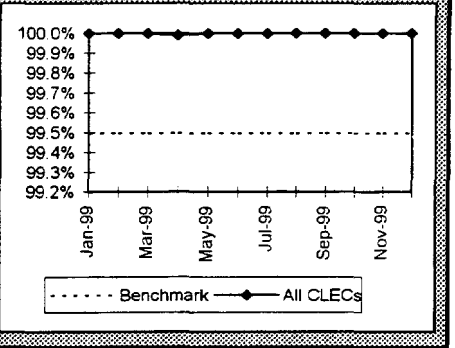
LEX

ALL CLECs % Avail.	ALL CLECs Z-Value
Jan-99	99.6%	-0.10
Feb-99	100.0%	-0.50
Mar-99	100.0%	-0.50
Apr-99	99.6%	-0.10
May-99	99.6%	-0.10
Jun-99	100.0%	-0.50
Jul-99	100.0%	-0.50
Aug-99	98.5%	1.00
Sep-99	100.0%	-0.50
Oct-99	99.9%	-0.40
Nov-99	100.0%	-0.50
Dec-99	99.9%	-0.40



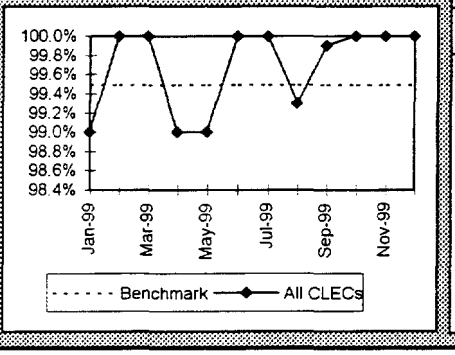
EDI

ALL CLECs % Avail.	ALL CLECs Z-Value
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.49
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50



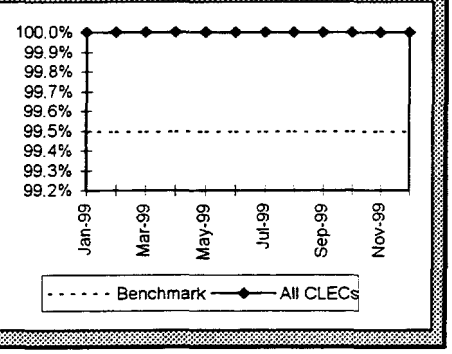
Toolbar

ALL CLECs % Avail.	ALL CLECs Z-Value
Jan-99	99.0%	0.50
Feb-99	100.0%	-0.50
Mar-99	100.0%	-0.50
Apr-99	99.0%	0.50
May-99	99.0%	0.50
Jun-99	100.0%	-0.50
Jul-99	100.0%	-0.50
Aug-99	99.3%	0.20
Sep-99	99.9%	-0.40
Oct-99	100.0%	-0.50
Nov-99	100.0%	-0.50
Dec-99	100.0%	-0.50



LRAF

ALL CLECs % Avail.	ALL CLECs Z-Value
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50
100.0%	-0.50



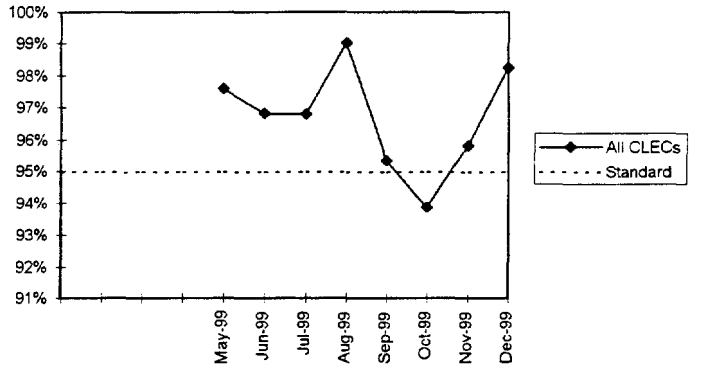
EASE Availability is reported in state specific reports

Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

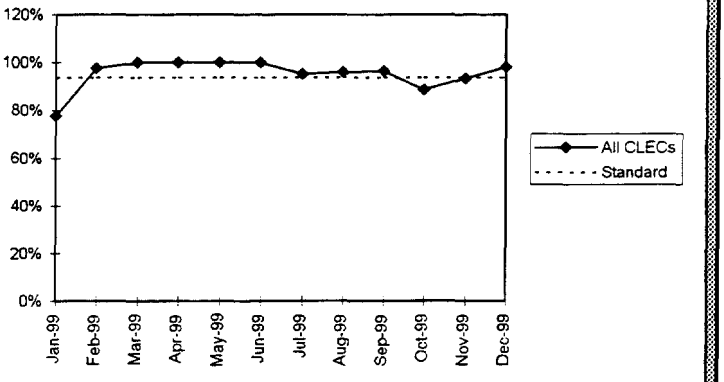
Residence and Simple Business (Incl. INP Eff. 8/99)

Measurement No. 5	All CLECs No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
May-99	2,801	2,734	97.6%	-2.61
Jun-99	3,030	2,934	96.8%	-1.83
Jul-99	4,982	4,823	96.8%	-1.81
Aug-99	3,397	3,364	99.0%	-4.03
Sep-99	5,985	5,707	95.4%	-0.36
Oct-99	6,823	6,405	93.9%	1.13
Nov-99	8,326	7,980	95.8%	-0.84
Dec-99	6,834	6,715	98.3%	-3.26
12 Mo. Total	42,178	40,662	96.4%	



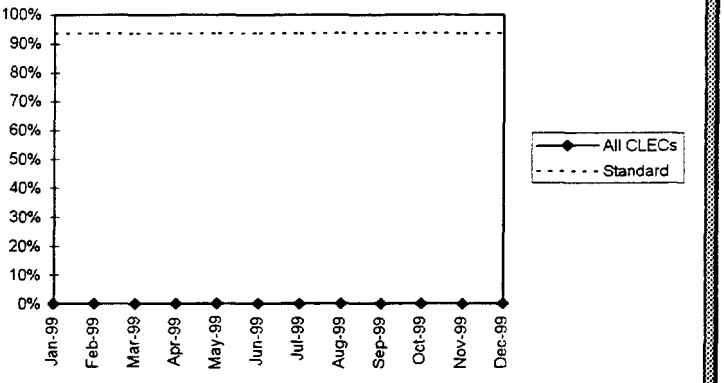
Complex Business (1 - 200 Lines)

	All CLECs No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	18	14	77.8%	16.22
Feb-99	43	42	97.7%	-3.67
Mar-99	93	93	100.0%	-6.00
Apr-99	66	66	100.0%	-6.00
May-99	64	64	100.0%	-6.00
Jun-99	54	54	100.0%	-6.00
Jul-99	21	20	95.2%	-1.24
Aug-99	26	25	96.2%	-2.15
Sep-99	1,271	1,227	96.5%	-2.54
Oct-99	2,427	2,155	88.8%	5.21
Nov-99	2,261	2,112	93.4%	0.59
Dec-99	1,280	1,257	98.2%	-4.20
12 Mo. Total	7,624	7,129	93.5%	



Complex Business (200+ Lines)

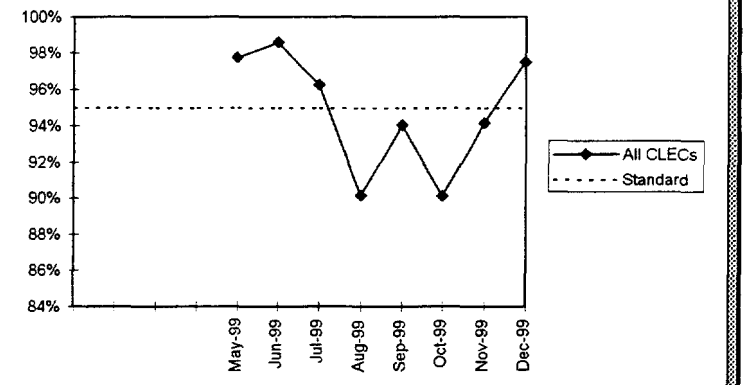
	All CLECs No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	0	0	n/a	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	0	0	n/a	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	0	0	n/a	



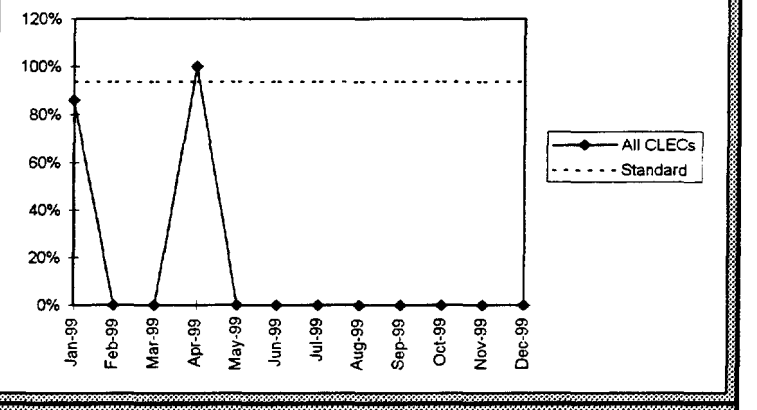
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

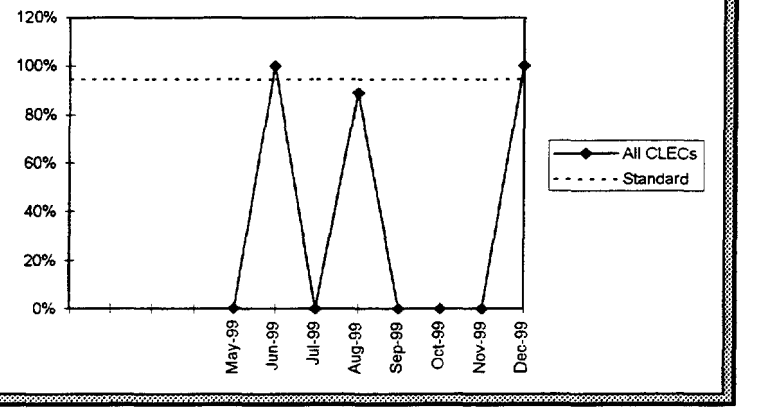
Measurement No. 5	UNE Loop (1 - 50) All CLECs No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
May-99	2,131	2,083	97.7%	-2.75
Jun-99	3,601	3,551	98.6%	-3.61
Jul-99	4,375	4,211	96.3%	-1.25
Aug-99	5,190	4,680	90.2%	4.83
Sep-99	1,479	1,391	94.1%	0.95
Oct-99	1,723	1,553	90.1%	4.87
Nov-99	2,541	2,393	94.2%	0.82
Dec-99	2,142	2,089	97.5%	-2.53
12 Mo. Total	23,182	21,951	94.7%	



	UNE Loop (50 +) All CLECs No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	36	31	86.1%	7.89
Feb-99	0	0	n/a	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	1	1	100.0%	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	37	32	86.5%	



	Switch Ports All CLECs No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
May-99	0	0	n/a	Base < 10
Jun-99	1	1	100.0%	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	9	8	88.9%	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	2	2	100.0%	Base < 10
12 Mo. Total	12	11	91.7%	



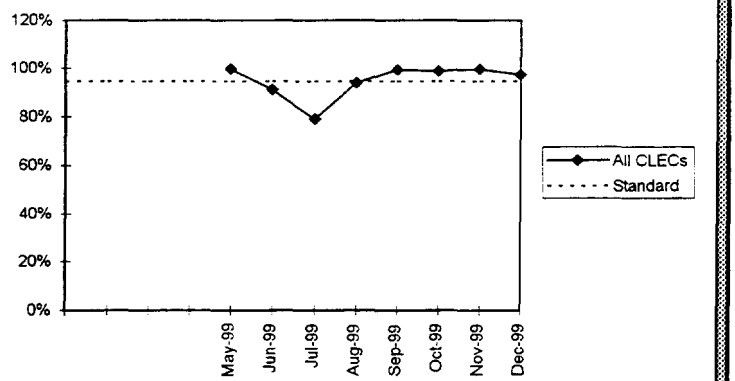
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - EDI

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 5

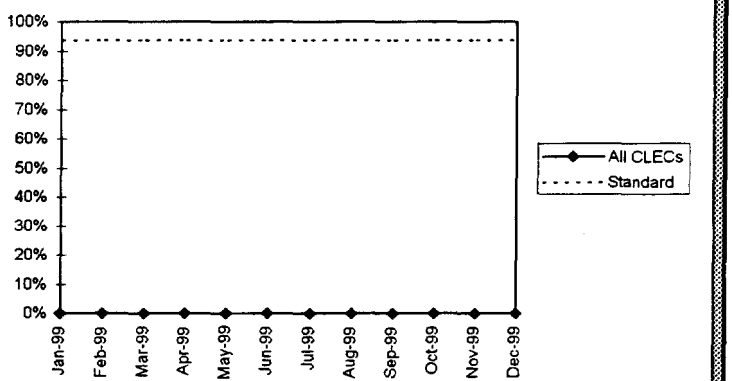
Residence and Simple Business (Incl. INP Eff. 8/99)
All CLECs

	No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
May-99	54	54	100.0%	-5.00
Jun-99	158	144	91.1%	3.86
Jul-99	1,267	1,004	79.2%	15.76
Aug-99	1,022	961	94.0%	0.97
Sep-99	40,143	39,943	99.5%	-4.50
Oct-99	18,233	18,062	99.1%	-4.06
Nov-99	18,170	18,129	99.8%	-4.77
Dec-99	19,458	18,956	97.4%	-2.42
12 Mo. Total	98,505	97,253	98.7%	



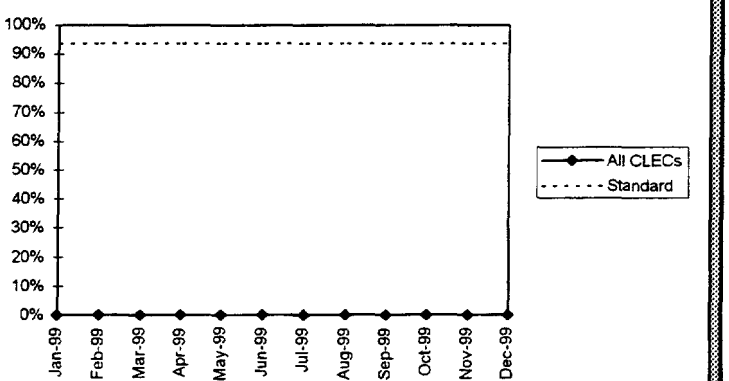
Complex Business (1 - 200 Lines)
All CLECs

	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	0	0	n/a	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	0	0	n/a	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	0	0	n/a	



Complex Business (200+ Lines)
All CLECs

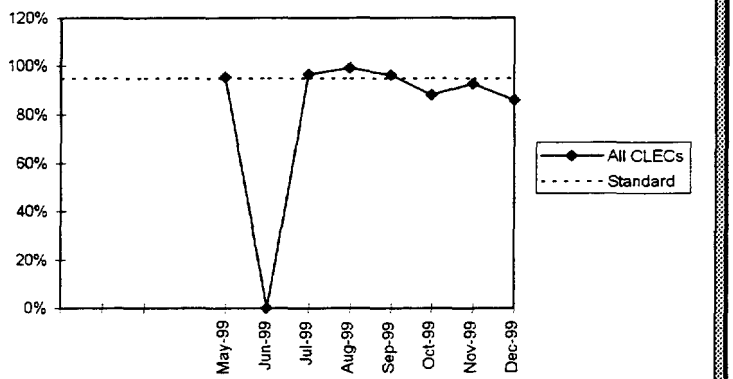
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	0	0	n/a	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	0	0	n/a	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	0	0	n/a	



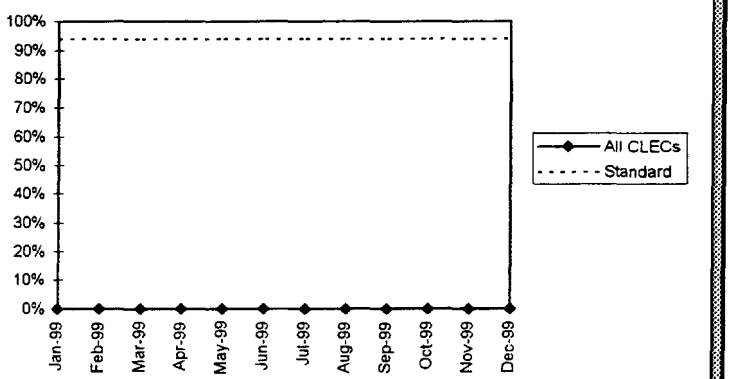
Percent Firm Order Confirmations (FOCs) received within "x" hours - Mechanized - EDI

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

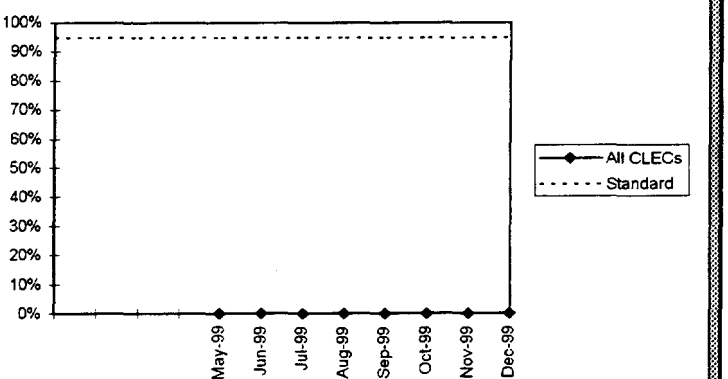
Measurement No. 5	UNE Loop (1 - 50) All CLECs No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
May-99	22	21	95.5%	-0.45
Jun-99	0	0	n/a	Base < 10
Jul-99	4,250	4,104	96.6%	-1.56
Aug-99	11,609	11,540	99.4%	-4.41
Sep-99	27	26	96.3%	-1.30
Oct-99	118	104	88.1%	6.86
Nov-99	179	166	92.7%	2.26
Dec-99	254	218	85.8%	9.17
12 Mo. Total	16,459	16,179	98.3%	



	UNE Loop (50 +) All CLECs No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	0	0	n/a	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	0	0	n/a	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	0	0	n/a	



	Switch Ports All CLECs No. of Orders	# Received < 5 Hours	% Received < 5 Hours	Z-Value
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	0	0	n/a	



Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

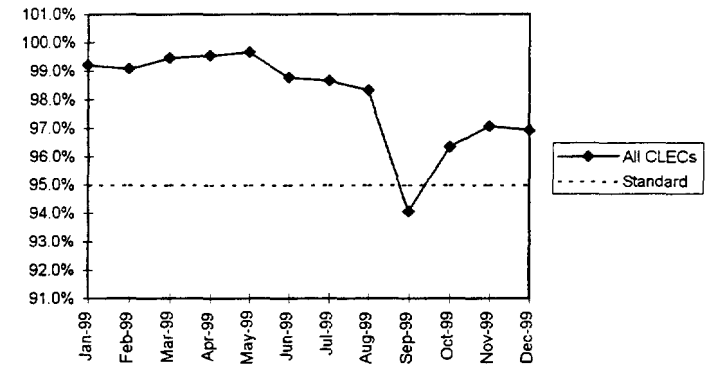
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 5

Residence and Simple Business

All CLECs

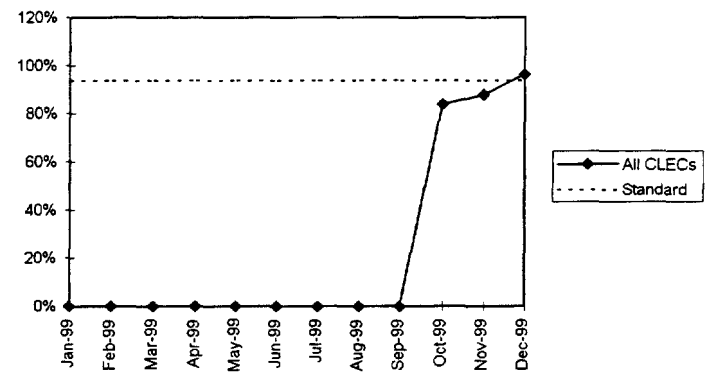
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	67,789	67,259	99.2%	-4.22
Feb-99	74,166	73,484	99.1%	-4.08
Mar-99	76,208	75,792	99.5%	-4.45
Apr-99	76,362	76,012	99.5%	-4.54
May-99	80,906	80,639	99.7%	-4.67
Jun-99	88,401	87,308	98.8%	-3.76
Jul-99	86,732	85,565	98.7%	-3.65
Aug-99	91,953	90,405	98.3%	-3.32
Sep-99	87,570	82,372	94.1%	0.94
Oct-99	88,996	85,773	96.4%	-1.38
Nov-99	84,580	82,105	97.1%	-2.07
Dec-99	44,634	43,274	97.0%	-1.95
12 Mo. Total	948,297	929,988	98.1%	



Complex Business - (1 - 200 Lines)

All CLECs

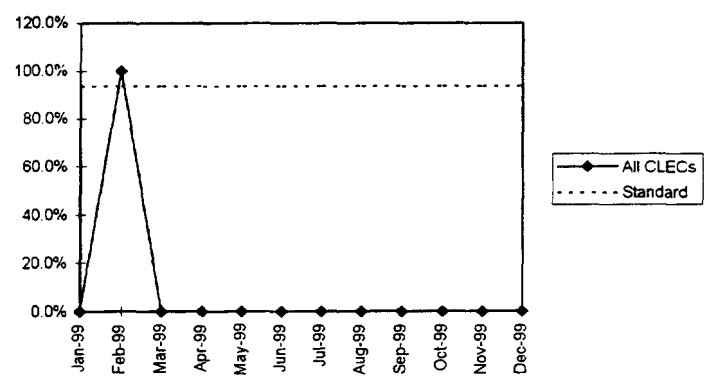
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	0	0	n/a	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	0	0	n/a	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	1,490	1,250	83.9%	10.11
Nov-99	1,640	1,441	87.9%	6.13
Dec-99	919	884	96.2%	-2.19
12 Mo. Total	4,049	3,575	88.3%	



Complex Business - (200 + Lines)

All CLECs

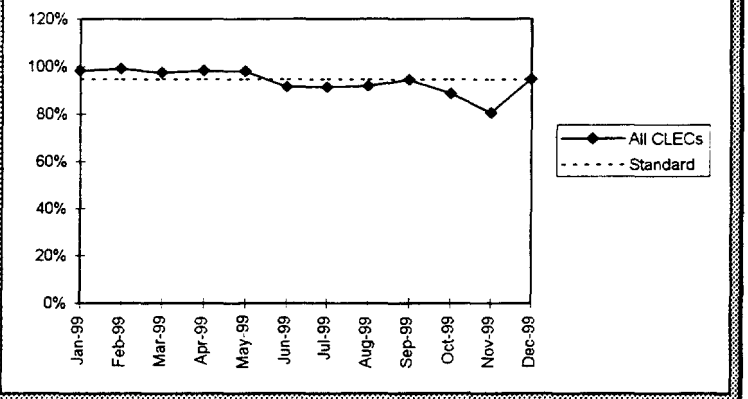
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	1	1	100.0%	Base < 10
Mar-99	0	0	n/a	Base < 10
Apr-99	0	0	n/a	Base < 10
May-99	0	0	n/a	Base < 10
Jun-99	0	0	n/a	Base < 10
Jul-99	0	0	n/a	Base < 10
Aug-99	0	0	n/a	Base < 10
Sep-99	0	0	n/a	Base < 10
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	1	1	100.0%	



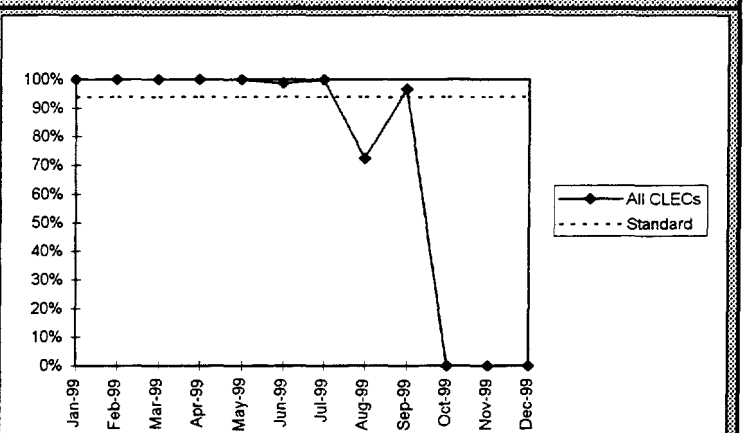
Percent Firm Order Confirmations (FOCs) received within "x" hours - Manual

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

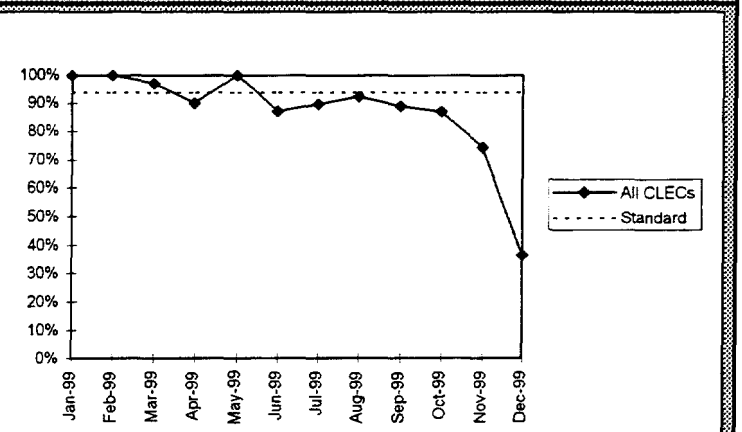
Measurement No. 5	UNE Loop (1 - 50) All CLECs			
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	650	640	98.5%	-3.46
Feb-99	782	776	99.2%	-4.23
Mar-99	789	770	97.6%	-2.59
Apr-99	1,123	1,103	98.2%	-3.22
May-99	1,196	1,172	98.0%	-2.99
Jun-99	1,388	1,269	91.4%	3.57
Jul-99	1,273	1,164	91.4%	3.56
Aug-99	1,280	1,176	91.9%	3.13
Sep-99	1,637	1,550	94.7%	0.31
Oct-99	1,578	1,400	88.7%	6.28
Nov-99	1,028	830	80.7%	14.26
Dec-99	777	737	94.9%	0.15
12 Mo. Total	13,501	12,587	93.2%	



	UNE Loop (50 +) All CLECs			
	No. of Orders	# Received < 48 Hours	% Received < 48 Hours	Z-Value
Jan-99	108	108	100.0%	-6.00
Feb-99	78	78	100.0%	-6.00
Mar-99	86	86	100.0%	-6.00
Apr-99	88	88	100.0%	-6.00
May-99	105	105	100.0%	-6.00
Jun-99	72	71	98.6%	-4.61
Jul-99	70	70	100.0%	-6.00
Aug-99	47	34	72.3%	21.66
Sep-99	120	116	96.7%	-2.67
Oct-99	0	0	n/a	Base < 10
Nov-99	0	0	n/a	Base < 10
Dec-99	0	0	n/a	Base < 10
12 Mo. Total	774	756	97.7%	



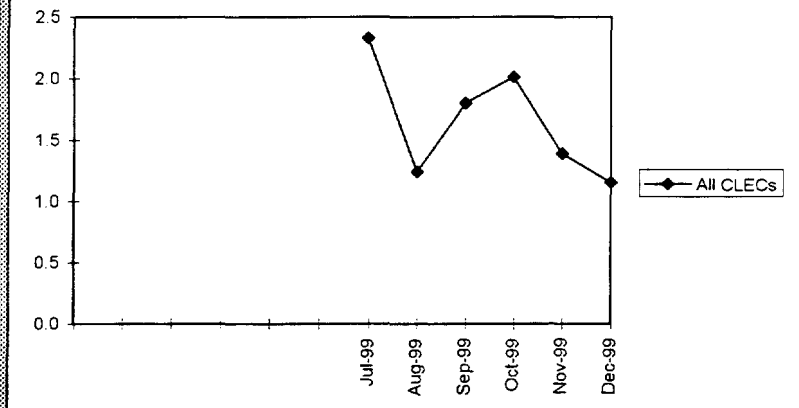
	Switch Ports All CLECs			
	No. of Orders	# Received < 24 Hours	% Received < 24 Hours	Z-Value
Jan-99	78	78	100.0%	-6.00
Feb-99	57	57	100.0%	-6.00
Mar-99	35	34	97.1%	-3.14
Apr-99	30	27	90.0%	4.00
May-99	928	927	99.9%	-5.89
Jun-99	249	217	87.1%	6.85
Jul-99	454	407	89.6%	4.35
Aug-99	404	373	92.3%	1.67
Sep-99	218	194	89.0%	5.01
Oct-99	261	227	87.0%	7.03
Nov-99	310	230	74.2%	19.81
Dec-99	11	4	36.4%	57.64
12 Mo. Total	3,035	2,775	91.4%	



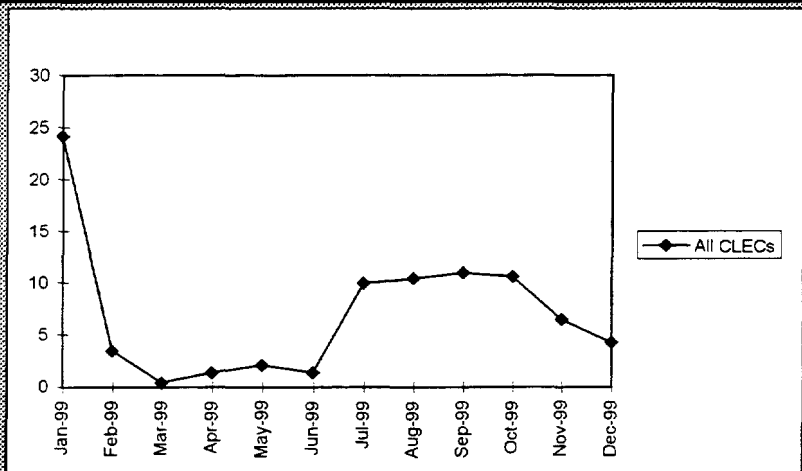
Average Time to Return FOC (Hours) - Mechanized - LEX

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

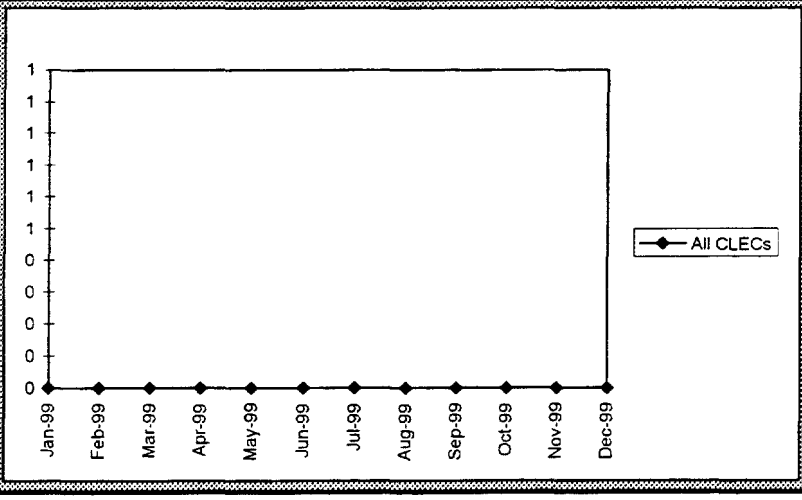
Measurement No. 6	Residence and Simple Business All CLECs No. of Orders	Average Time (Hours)
Jul-99	4,982	2.3
Aug-99	3,397	1.2
Sep-99	5,985	1.8
Oct-99	6,823	2.0
Nov-99	8,326	1.4
Dec-99	6,834	1.2
12 Mo. Total		



	Complex Business (1 - 200 Lines) All CLECs No. of Orders	Average Time (Hours)
Jan-99	18	24.1
Feb-99	43	3.5
Mar-99	93	0.4
Apr-99	66	1.4
May-99	64	2.1
Jun-99	54	1.4
Jul-99	21	10.0
Aug-99	26	10.4
Sep-99	1,271	11.0
Oct-99	2,427	10.6
Nov-99	2,261	6.5
Dec-99	1,280	4.3
12 Mo. Total	7,624	8.0



	Complex Business (200 + Lines) All CLECs No. of Orders	Average Time (Hours)
Jan-99	0	n/a
Feb-99	0	n/a
Mar-99	0	n/a
Apr-99	0	n/a
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	0	n/a



Average Time To Return FOC (Hours) - Mechanized - LEX

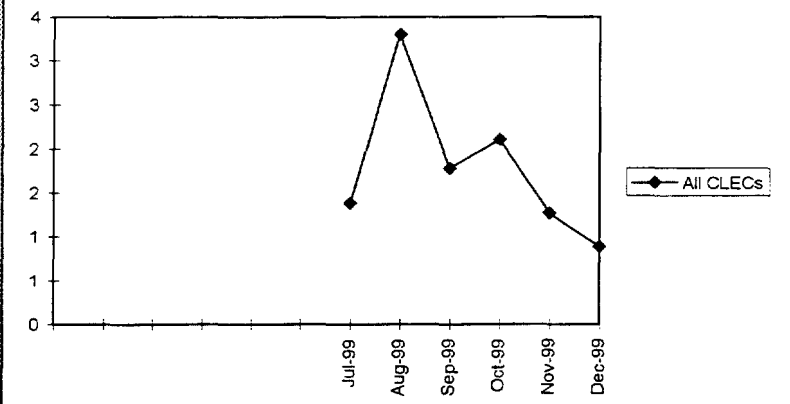
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 6

UNE Loop (1 - 50)

All CLECs

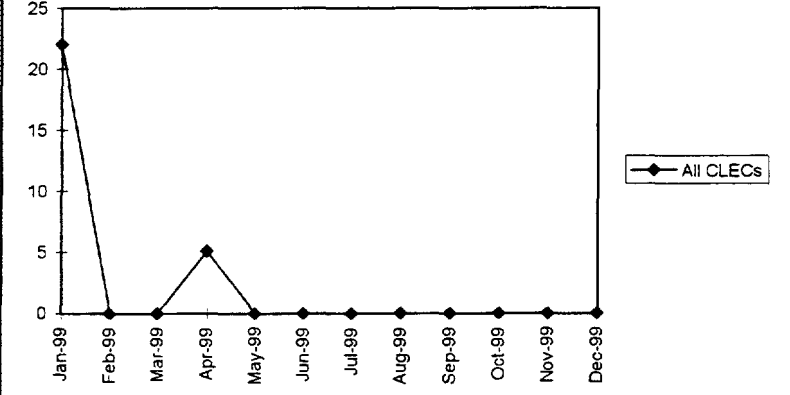
	No. of Orders	Average Time (Hours)
Jul-99	4,375	1.4
Aug-99	5,190	3.3
Sep-99	1,479	1.8
Oct-99	1,723	2.1
Nov-99	2,541	1.3
Dec-99	2,142	0.9
12 Mo. Total		



UNE Loop (50 +)

All CLECs

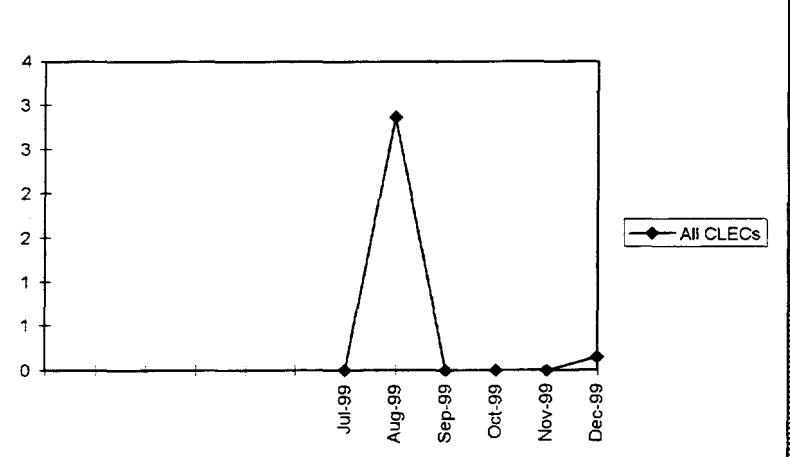
	No. of Orders	Average Time (Hours)
Jan-99	36	22.0
Feb-99	0	n/a
Mar-99	0	n/a
Apr-99	1	5.1
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	37	21.6



Switch Ports

All CLECs

	No. of Orders	Average Time (Hours)
Jul-99	0	n/a
Aug-99	9	2.9
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	2	0.2
12 Mo. Total		



Average Time to Return FOC (Hours) - Mechanized - EDI

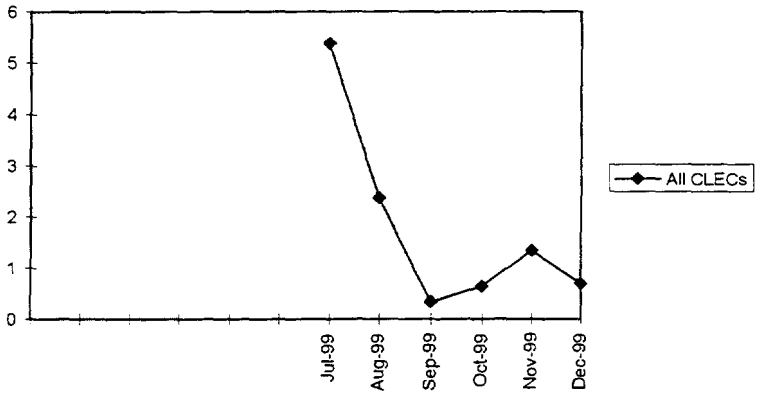
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 6

Residence and Simple Business

All CLECs

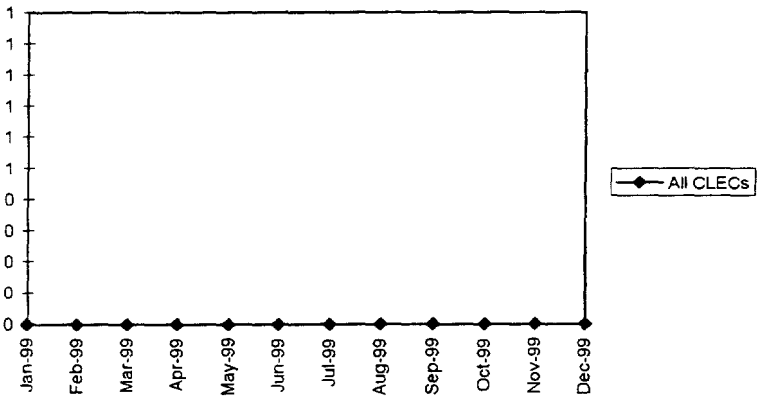
	No. of Orders	Average Time (Hours)
Jul-99	1,267	5.4
Aug-99	1,022	2.4
Sep-99	40,143	0.3
Oct-99	18,233	0.6
Nov-99	18,170	1.3
Dec-99	19,458	0.7
12 Mo. Total		



Complex Business (1 - 200 Lines)

All CLECs

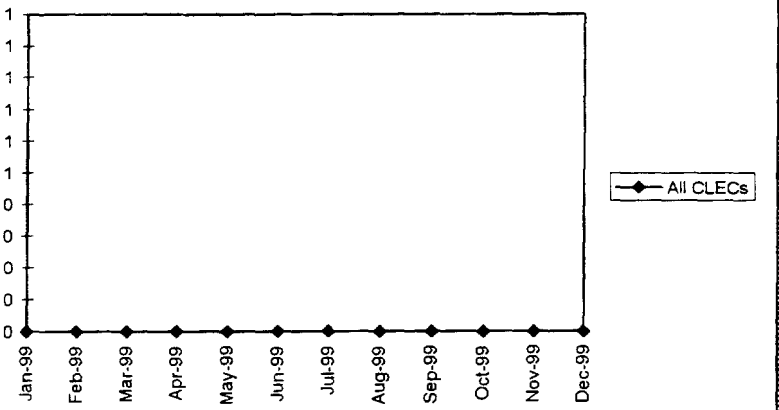
	No. of Orders	Average Time (Hours)
Jan-99	0	n/a
Feb-99	0	n/a
Mar-99	0	n/a
Apr-99	0	n/a
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	0	n/a



Complex Business (200 + Lines)

All CLECs

	No. of Orders	Average Time (Hours)
Jan-99	0	n/a
Feb-99	0	n/a
Mar-99	0	n/a
Apr-99	0	n/a
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	0	n/a



Average Time To Return FOC (Hours) - Mechanized - EDI

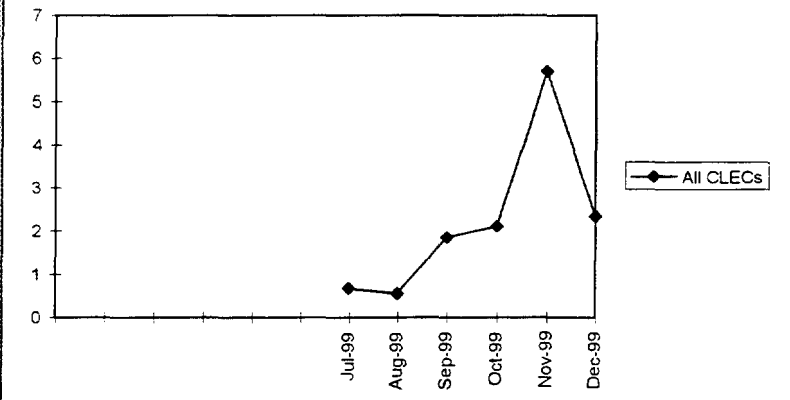
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 6

UNE Loop (1 - 50)

All CLECs

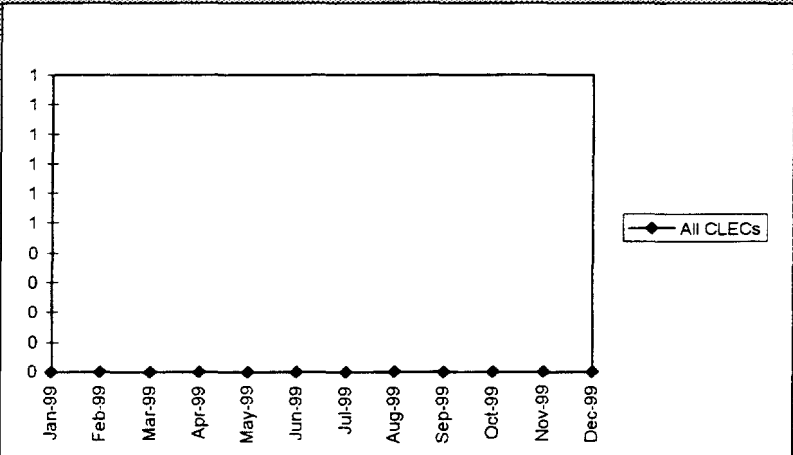
	No. of Orders	Average Time (Hours)
Jul-99	4,250	0.68
Aug-99	11,609	0.56
Sep-99	27	1.86
Oct-99	118	2.12
Nov-99	179	5.72
Dec-99	254	2.35
12 Mo. Total		



UNE Loop (50 +)

All CLECs

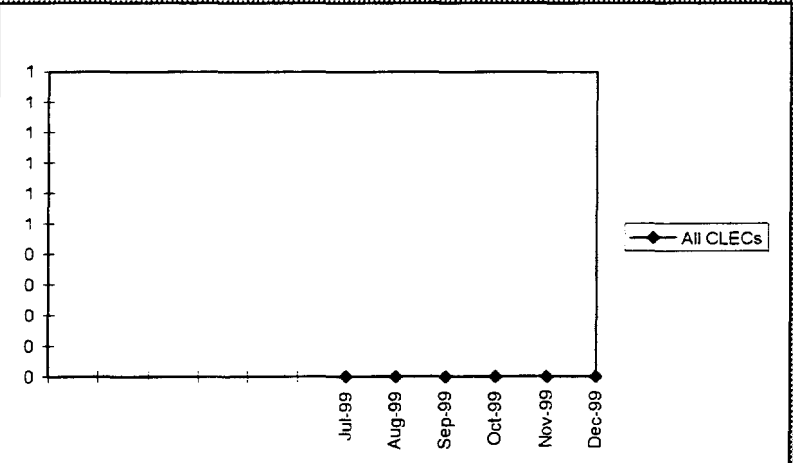
	No. of Orders	Average Time (Hours)
Jan-99	0	n/a
Feb-99	0	n/a
Mar-99	0	n/a
Apr-99	0	n/a
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	0	n/a



Switch Ports

All CLECs

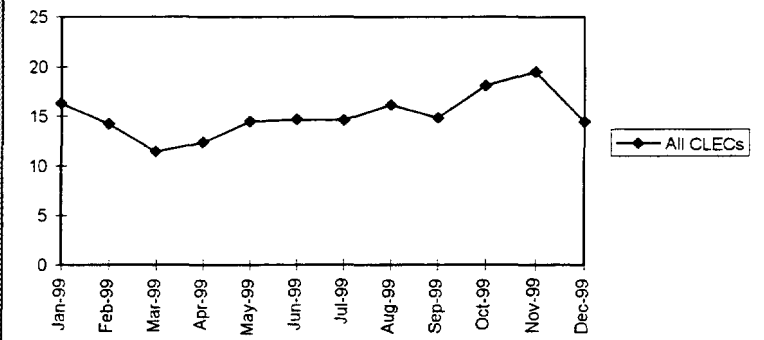
	No. of Orders	Average Time (Hours)
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total		



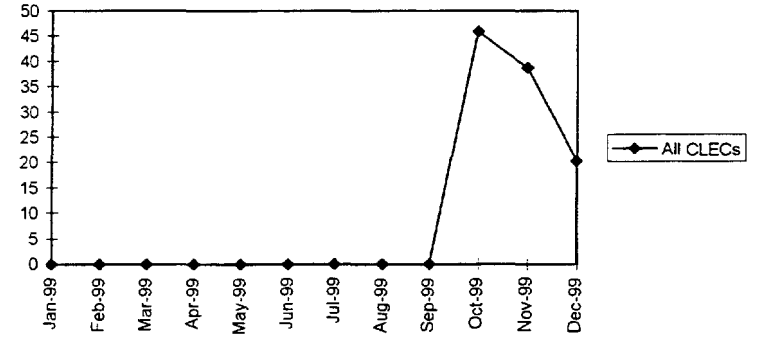
Average Time to Return FOC (Hours) - Manual

XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

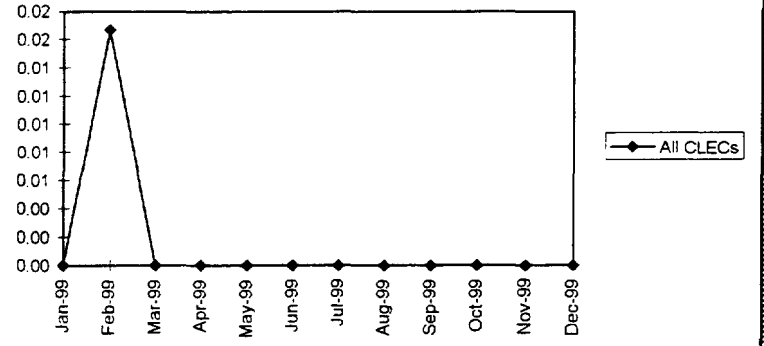
Measurement No. 6	Residence and Simple Business All CLECs No. of Orders	Average Time (Hours)
Jan-99	67,789	16.4
Feb-99	74,166	14.3
Mar-99	76,208	11.4
Apr-99	76,362	12.4
May-99	80,906	14.5
Jun-99	88,401	14.7
Jul-99	86,732	14.7
Aug-99	91,953	16.3
Sep-99	87,570	14.9
Oct-99	88,996	18.2
Nov-99	84,580	19.5
Dec-99	44,634	14.5
12 Mo. Total	948,297	15.2



	Complex Business - (1 - 200 Lines) All CLECs No. of Orders	Average Time (Hours)
Jan-99	0	n/a
Feb-99	0	n/a
Mar-99	0	n/a
Apr-99	0	n/a
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	1,490	45.9
Nov-99	1,640	38.8
Dec-99	919	20.3
12 Mo. Total	4,049	37.2



	Complex Business - (200 + Lines) All CLECs No. of Orders	Average Time (Hours)
Jan-99	0	n/a
Feb-99	1	0.0
Mar-99	0	n/a
Apr-99	0	n/a
May-99	0	n/a
Jun-99	0	n/a
Jul-99	0	n/a
Aug-99	0	n/a
Sep-99	0	n/a
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	1	0.0

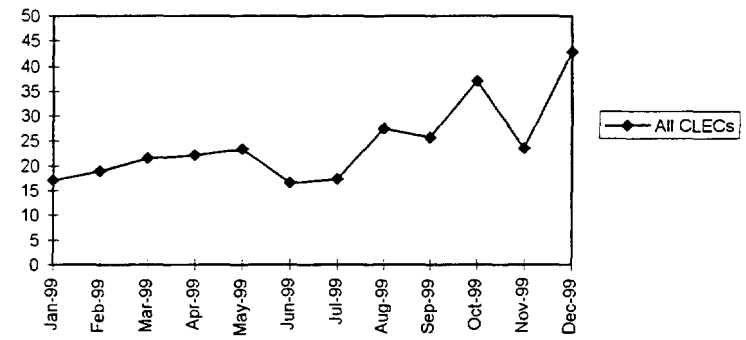


Average Time to Return FOC (Hours) - Manual

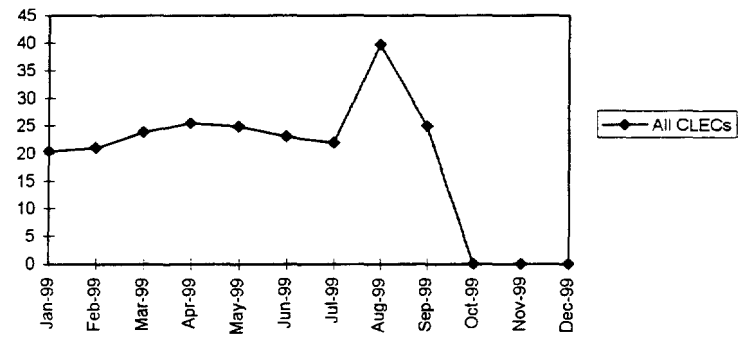
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 6

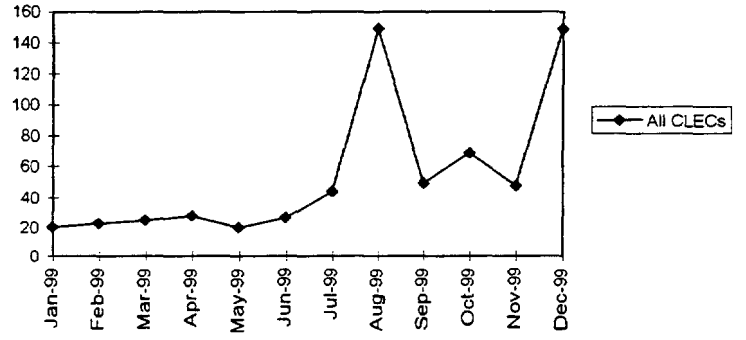
	UNE Loop (1 - 50) All CLECs	
	No. of Orders	Average Time (Hours)
Jan-99	650	17.1
Feb-99	782	19.0
Mar-99	789	21.5
Apr-99	1,123	22.1
May-99	1,196	23.4
Jun-99	1,388	16.7
Jul-99	1,273	17.5
Aug-99	1,280	27.7
Sep-99	1,637	25.8
Oct-99	1,578	37.2
Nov-99	1,028	23.6
Dec-99	777	42.9
12 Mo. Total	13,501	24.8



	UNE Loop (50 +) All CLECs	
	No. of Orders	Average Time (Hours)
Jan-99	108	20.5
Feb-99	78	21.1
Mar-99	86	23.8
Apr-99	88	25.4
May-99	105	24.8
Jun-99	72	23.0
Jul-99	70	22.0
Aug-99	47	39.8
Sep-99	120	25.0
Oct-99	0	n/a
Nov-99	0	n/a
Dec-99	0	n/a
12 Mo. Total	774	24.3



	Switch Ports All CLECs	
	No. of Orders	Average Time (Hours)
Jan-99	78	20.1
Feb-99	57	22.7
Mar-99	35	24.8
Apr-99	30	27.7
May-99	928	19.7
Jun-99	249	26.5
Jul-99	454	44.0
Aug-99	404	148.9
Sep-99	218	49.3
Oct-99	261	68.6
Nov-99	310	47.6
Dec-99	11	148.7
12 Mo. Total	3,035	51.0

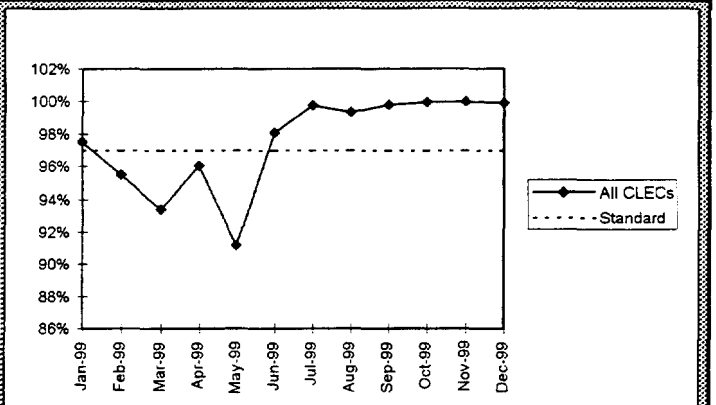


Percent Mechanized Completions Returned Within 1 hour of Completion of SORD

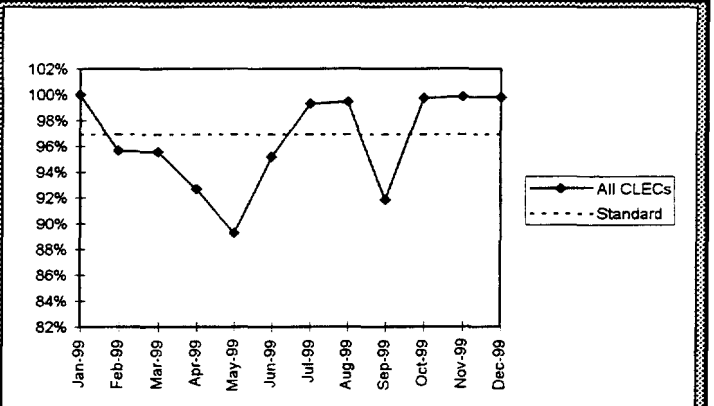
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

Measurement No. 7

	LEX All CLECs			
	No. of Completions	# Returned in One Hour	% Returned in One Hour	Z-Value
Jan-99	3,028	2,953	97.5%	-0.52
Feb-99	2,626	2,508	95.5%	1.49
Mar-99	4,268	3,986	93.4%	3.61
Apr-99	4,840	4,649	96.1%	0.95
May-99	4,667	4,255	91.2%	5.83
Jun-99	5,750	5,639	98.1%	-1.07
Jul-99	8,896	8,876	99.8%	-2.78
Aug-99	9,007	8,950	99.4%	-2.37
Sep-99	8,709	8,695	99.8%	-2.84
Oct-99	9,495	9,494	100.0%	-2.99
Nov-99	11,115	11,115	100.0%	-3.00
Dec-99	10,939	10,932	99.9%	-2.94
12 Mo. Total	83,340	82,052	98.5%	n/a



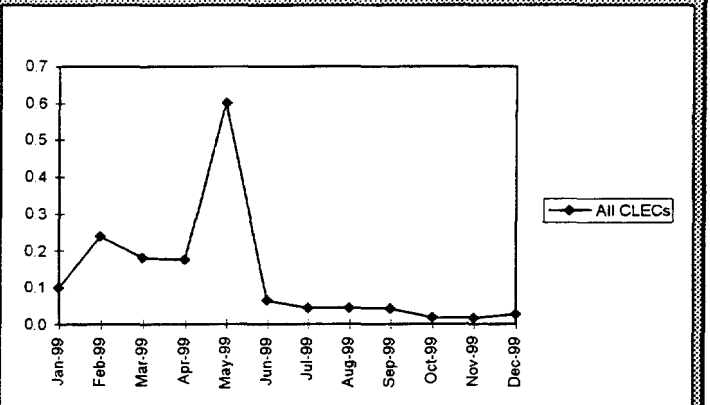
	EDI All CLECs			
	No. of Completions	# Returned in One Hour	% Returned in One Hour	Z-Value
Jan-99	2	2	100.0%	Base < 10
Feb-99	46	44	95.7%	1.35
Mar-99	45	43	95.6%	1.44
Apr-99	137	127	92.7%	4.30
May-99	149	133	89.3%	7.74
Jun-99	268	255	95.1%	1.85
Jul-99	4,843	4,810	99.3%	-2.32
Aug-99	11,599	11,538	99.5%	-2.47
Sep-99	32,451	29,813	91.9%	5.13
Oct-99	19,442	19,399	99.8%	-2.78
Nov-99	12,885	12,866	99.9%	-2.85
Dec-99	18,839	18,798	99.8%	-2.78
12 Mo. Total	100,706	97,828	97.1%	n/a



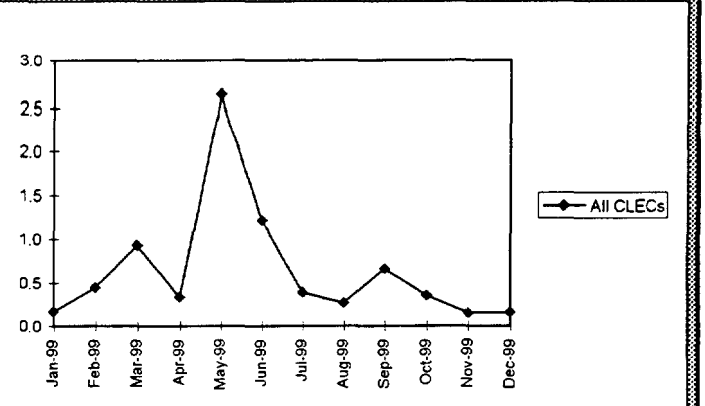
Average Time to Return Mechanized Completions (Hours)

Measurement No. 8

	LEX All CLECs	
	No. of Completions	Average Time in Hours
Jan-99	3,028	0.10
Feb-99	2,626	0.24
Mar-99	4,268	0.18
Apr-99	4,840	0.18
May-99	4,667	0.60
Jun-99	5,750	0.06
Jul-99	8,896	0.04
Aug-99	9,007	0.05
Sep-99	8,709	0.04
Oct-99	9,495	0.02
Nov-99	11,115	0.02
Dec-99	10,939	0.03
12 Mo. Total	83,340	0.09



	EDI All CLECs	
	No. of Completions	Average Time in Hours
Jan-99	2	0.17
Feb-99	46	0.45
Mar-99	45	0.94
Apr-99	137	0.33
May-99	149	2.63
Jun-99	268	1.23
Jul-99	4,843	0.40
Aug-99	11,599	0.27
Sep-99	32,451	0.67
Oct-99	19,442	0.36
Nov-99	12,885	0.15
Dec-99	18,839	0.16
12 Mo. Total	100,706	0.39



Percent Mechanized Completions Returned Within 1 Day of Work Completion

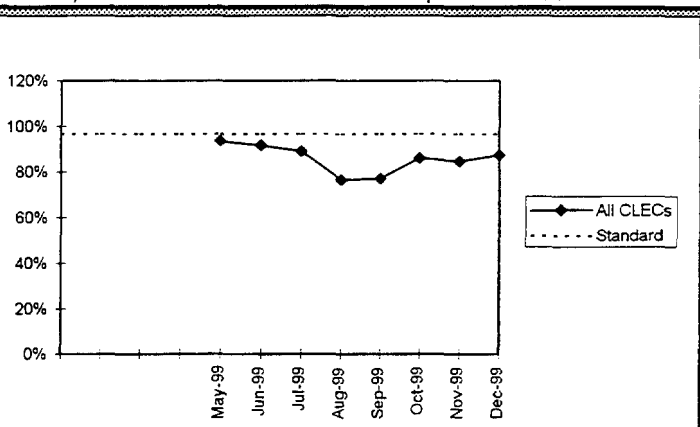
XXXXX - - - NOTE: All data through November 1999 is a 5 state total; all data after November 1999 is state specific. - - - XXXXX

LEX

Measurement No. 7.1

All CLECs

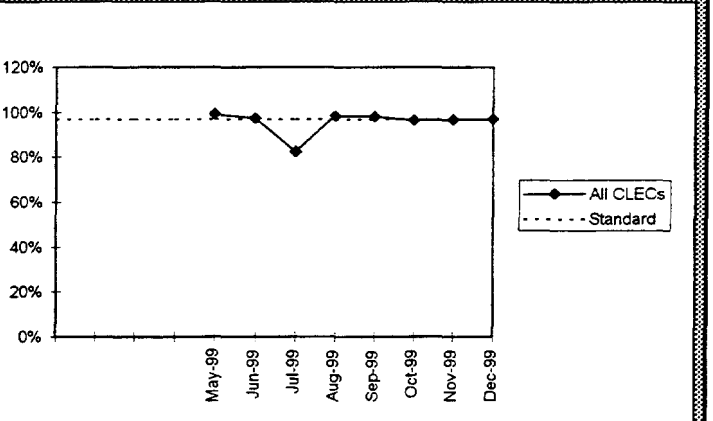
	No. of Completions	# Returned in One Hour	% Returned in One Hour	Z-Value
May-99	4,653	4,358	93.7%	3.34
Jun-99	5,750	5,273	91.7%	5.30
Jul-99	8,896	7,940	89.3%	7.75
Aug-99	9,007	6,907	76.7%	20.32
Sep-99	8,709	6,723	77.2%	19.80
Oct-99	9,495	8,177	86.1%	10.88
Nov-99	11,115	9,427	84.8%	12.19
Dec-99	10,927	9,560	87.5%	9.51
12 Mo. Total	68,552	58,365	85.1%	n/a



EDI

All CLECs

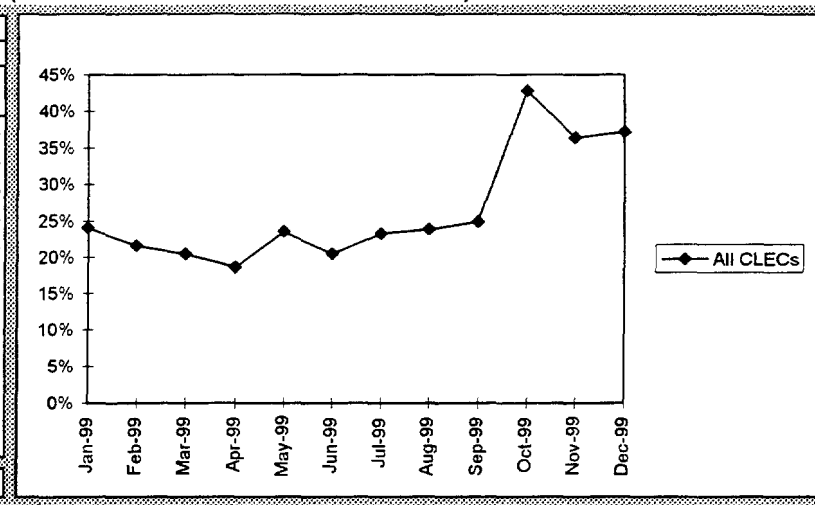
	No. of Completions	# Returned in One Hour	% Returned in One Hour	Z-Value
May-99	149	148	99.3%	-2.33
Jun-99	268	261	97.4%	-0.39
Jul-99	4,843	3,998	82.6%	14.45
Aug-99	11,599	11,411	98.4%	-1.38
Sep-99	32,451	31,919	98.4%	-1.36
Oct-99	19,442	18,756	96.5%	0.53
Nov-99	12,885	12,474	96.8%	0.19
Dec-99	18,833	18,282	97.1%	-0.07
12 Mo. Total	100,470	97,249	96.8%	n/a



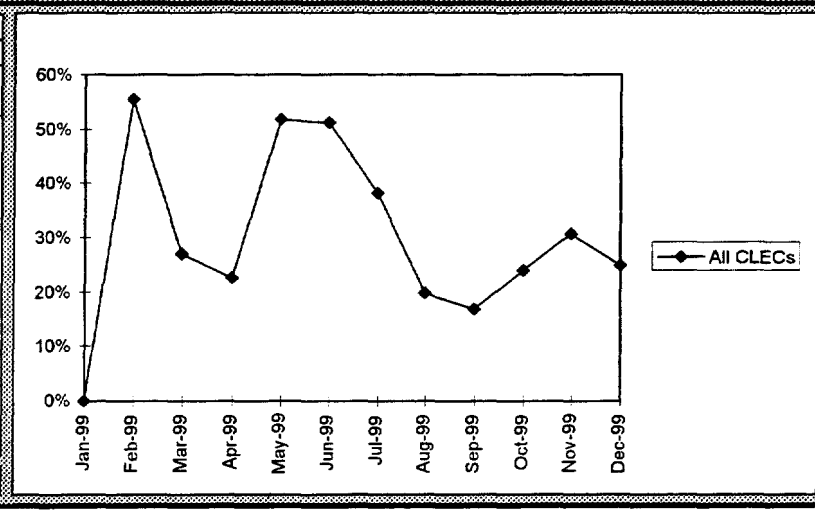
Pre-Ordering/Ordering

Percent Rejects (For the Electronic Interfaces EDI and LEX)

Measurement No. 9	LEX All CLECs No. of Orders	No. of Rejects	Percent Rejects
Jan-99	6,764	1,631	24.1%
Feb-99	5,632	1,219	21.6%
Mar-99	9,391	1,925	20.5%
Apr-99	9,362	1,749	18.7%
May-99	9,879	2,334	23.6%
Jun-99	13,016	2,675	20.6%
Jul-99	23,009	5,384	23.4%
Aug-99	21,902	5,259	24.0%
Sep-99	20,941	5,245	25.0%
Oct-99	25,165	10,773	42.8%
Nov-99	26,073	9,492	36.4%
Dec-99	27,092	10,087	37.2%
12 Mo. Total	198,226	57,773	29.1%



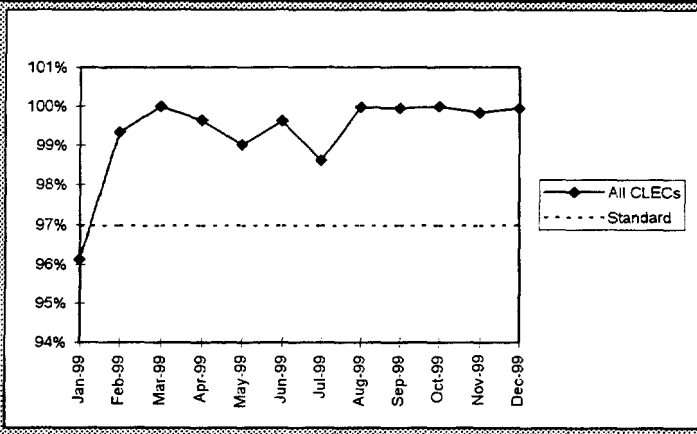
	EDI All CLECs No. of Orders	No. of Rejects	Percent Rejects
Jan-99	0	0	n/a
Feb-99	9	5	55.6%
Mar-99	89	24	27.0%
Apr-99	279	63	22.6%
May-99	164	85	51.8%
Jun-99	482	247	51.2%
Jul-99	11,530	4,409	38.2%
Aug-99	17,807	3,529	19.8%
Sep-99	53,557	9,042	16.9%
Oct-99	28,593	6,860	24.0%
Nov-99	27,312	8,378	30.7%
Dec-99	31,316	7,816	25.0%
12 Mo. Total	171,138	40,458	23.6%



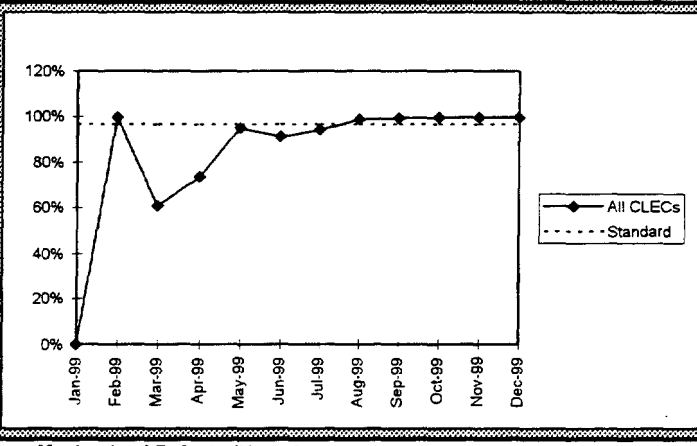
Pre-Ordering/Ordering

Percent Mechanized Rejects Returned within One Hour of Receipt of Reject in LASR

Measurement No. 10	LEX All CLECs			
	No. of Rejects	# Returned in One Hour	% Returned in One Hour	Z-Value
Jan-99	1,549	1,489	96.1%	0.87
Feb-99	1,217	1,209	99.3%	-2.34
Mar-99	1,923	1,923	100.0%	-3.00
Apr-99	1,743	1,737	99.7%	-2.66
May-99	2,333	2,310	99.0%	-2.01
Jun-99	2,675	2,665	99.6%	-2.63
Jul-99	5,379	5,305	98.6%	-1.62
Aug-99	5,258	5,257	100.0%	-2.98
Sep-99	5,234	5,232	100.0%	-2.96
Oct-99	6,702	6,702	100.0%	-3.00
Nov-99	5,849	5,840	99.8%	-2.85
Dec-99	6,386	6,383	100.0%	-2.95
12 Mo. Total	46,248	46,052	99.6%	n/a

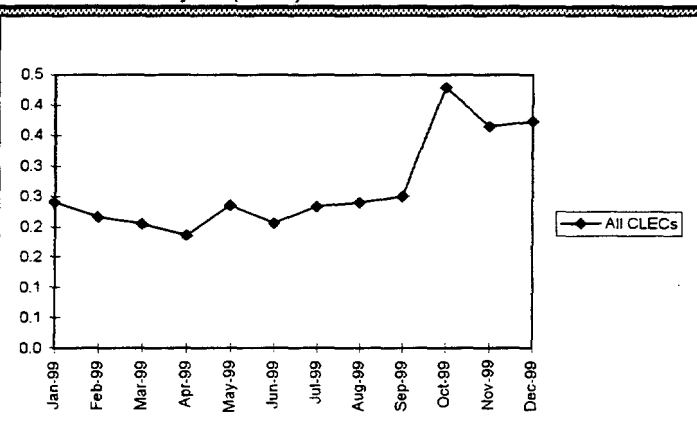


	EDI All CLECs			
	No. of Rejects	# Returned in One Hour	% Returned in One Hour	Z-Value
Jan-99	0	0	n/a	Base < 10
Feb-99	5	5	100.0%	Base < 10
Mar-99	23	14	60.9%	36.13
Apr-99	57	42	73.7%	23.32
May-99	84	80	95.2%	1.76
Jun-99	240	219	91.3%	5.75
Jul-99	4,320	4,080	94.4%	2.56
Aug-99	3,370	3,341	99.1%	-2.14
Sep-99	9,039	9,013	99.7%	-2.71
Oct-99	4,562	4,550	99.7%	-2.74
Nov-99	5,486	5,486	100.0%	-3.00
Dec-99	6,092	6,091	100.0%	-2.98
12 Mo. Total	33,278	32,921	98.9%	n/a

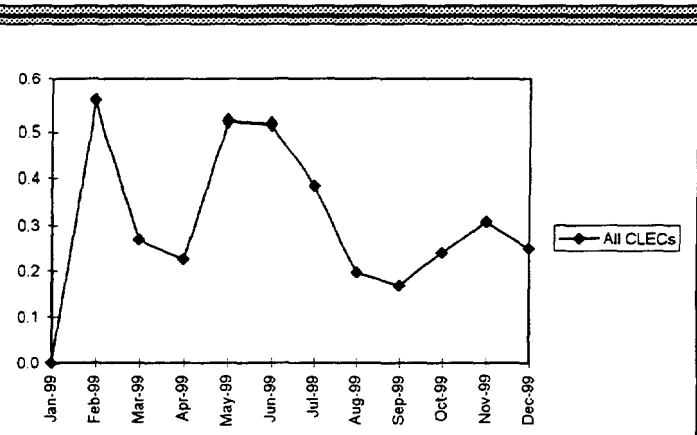


Mean Time to Return Mechanized Rejects (Hours)

Measurement No. 11	LEX All CLECs	
	No. of Rejects	Mean Time To Return
Jan-99	1,549	0.24
Feb-99	1,217	0.22
Mar-99	1,923	0.20
Apr-99	1,743	0.19
May-99	2,333	0.24
Jun-99	2,675	0.21
Jul-99	5,379	0.23
Aug-99	5,258	0.24
Sep-99	5,234	0.25
Oct-99	6,702	0.43
Nov-99	5,849	0.36
Dec-99	6,386	0.37
12 Mo. Total	46,248	0.29



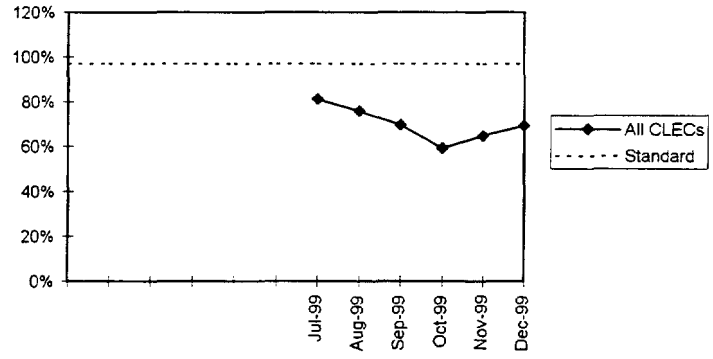
	EDI All CLECs	
	No. of Rejects	Mean Time To Return
Jan-99	0	n/a
Feb-99	5	0.56
Mar-99	23	0.27
Apr-99	57	0.23
May-99	84	0.52
Jun-99	240	0.51
Jul-99	4,320	0.38
Aug-99	3,370	0.20
Sep-99	9,039	0.17
Oct-99	4,562	0.24
Nov-99	5,486	0.31
Dec-99	6,092	0.25
12 Mo. Total	33,278	0.24

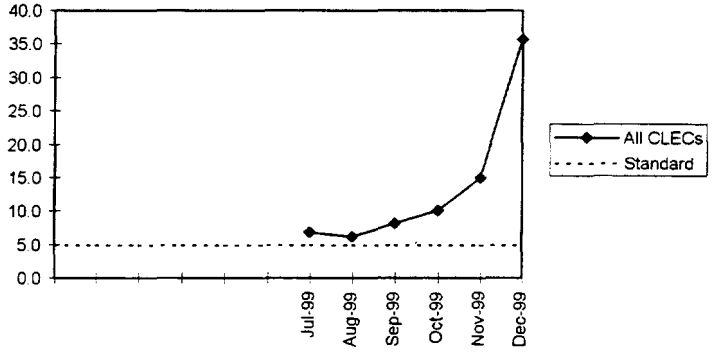


Pre-Ordering/Ordering

Percent Manual Rejects Received Electronically and Returned in 5 Hours

Measurement No. 10.1	All CLECs			
	No. of Rejects	# Returned in Five Hrs.	% Returned in Five Hrs.	Z-Value
Jul-99	3,658	2,979	81.4%	15.56
Aug-99	4,888	3,719	76.1%	20.92
Sep-99	6,191	4,312	69.6%	27.35
Oct-99	6,369	3,791	59.5%	37.48
Nov-99	6,535	4,252	65.1%	31.93
Dec-99	6,698	4,652	69.5%	27.55
12 Mo. Total	34,339	23,705	69.0%	n/a



Mean Time to Return Manual Rejects Received Electronically Via LEX/EDI

Measurement No. 11.1	All CLECs			
	No. of Rejects	Mean Time To Return		Z-Value
Jul-99	3,658	6.86		1.86
Aug-99	4,888	6.17		1.17
Sep-99	6,191	8.13		3.13
Oct-99	6,369	10.10		5.10
Nov-99	6,535	14.94		9.94
Dec-99	6,698	35.65		30.65
12 Mo. Total	34,339	14.75		n/a